



The Family Funeral Service®

Staff Newsletter

February 2022

Congratulations to Isabel Walton

Isabel Walton has been announced as the winner of the Apprentice of the Year category at the 2021 Nottinghamshire Live Women in Business Awards.

Isabel was recognised for working exceptionally hard since she first started on our trainee course in 2019 and has shown a real dedication to her role, remaining professional and attentive during the uncertainty and pressure of the pandemic.

On receiving the news, Izzy said: “I feel so honoured to have been given this award. Right from the age of 15 I knew I wanted to start a career in the funeral industry and feel very proud of how far I’ve come since.”



Iszy receiving her award and certificate from Richard Edwards of Reach PLC (Nottingham Post)

Jackie, who in 2020 received the coveted lifetime achievement award at the same awards said: “We are so proud of Isabel for receiving this award. The past two years have been particularly challenging, but Isabel continues to remain professional and support families during their time of need. It’s great to see young women passionate about a career in the funeral industry and we look forward to supporting Isabel each step of the way in hers.”

Remembrance Window Winner



Joanna at Clifton was delighted to hand over a cheque for £100 to the Clifton Branch of the Royal British Legion following her fourth winning Remembrance Window.

Flat Bed Lorry Hearse



Kirby was pleased to welcome this unusual hearse to our Wollaton funeral home.



‘Our family serving your family since 1907’

Stapleford Open Day

Nine months after opening, we were delighted to hold an open day to celebrate!



Left and below: Matthew, Tracey, Jackie and Nigel were pleased to be joined by Councillor Richard MacRae the Mayor of the Borough of Broxtowe.

Bottom row: Gillian Huteson who suggested the name 'Half Crown House' next to the plaque which adorned George and Sheila's home in Ruddington (the original Half Crown House). The sign was hand carved by George in the 1980's.





Happy Birthday Jackie!

Jackie and I have worked together for more years that we care to remember and the family funeral business remains a major part of our lives. For many months we have been talking about wanting a little more personal time and about how to achieve this by a simple change in our work pattern. We do not want to fully retire yet and we want to minimise the impact that any changes have on the families that we serve and the business that we both love. Our work life needs to remain structured in such a way that we do not need to make a specific request for time away from work on normal weekdays.

We acknowledge that there will be clients that would like a member of the Lymn Rose family to conduct their family funerals and that with Matthew being the only Lymn family member of his generation it will be impossible for him to always be available to fulfil such requests. Given these considerations and with Jackie's next birthday being on Sunday 30th January we have agreed that this is an appropriate date for a change. We have therefore agreed that from Monday 31st January, conducting duties for funerals when a member of the Lymn Rose family is requested and Matthew is unavailable or when an additional conductor is required due to volume of work we will split the week as follows. Jackie will be available by request on Mondays and Tuesdays and myself on Wednesdays, Thursdays and Fridays. We will initially liaise with each other to provide holiday cover and we will jointly issue a note to the arranging staff explaining in more detail how this will work.

In the meantime we would both thank everyone for your support over so many years and trust that you will all understand and support us to ensure that this change in our working pattern is smoothly adopted.

Thank you

Nigel & Jackie



Billboard Baggins and a Tale of Two Rings

(as named by celebrant Keith Brown)

The wedding of our very own billboard Queen and King took place on Saturday 18th December 2021.

The wedding had AWL running though it, with cars driven by Wayne and Jennifer provided by the company, flowers from City Flowers, Donna as the maid of honour, Rob Lippitt and Nigel Dolman as ushers and Jane Turner reading.

The service took place in West Park Chapel, just a stone's throw from Louise's funeral home and she was delighted to be able to get a photograph with Nigel, Jackie and Matthew outside it!



"City Flowers"

We are pleased to welcome a new team to our floristry department.

Fiona Moore

Hi I'm Fiona, I have recently joined the City Flowers team as Florist Manager. Previous to this I was working for Next, I also have 12 years worth of experience of working in a busy Florist.

(It was thanks to Wayne and Nikki that I got the job. As I was only popping in to pay my mums funeral bill at the Ilkeston branch when I heard about the position and applied for the job). So after a 4 year break its nice to be back doing what I love and making beautiful floral tributes.

I am originally from Plymouth but I now live in Ilkeston with my 4 year old Son and fiance Dan, who I am due to marry in Lindos, Greece in September.

In my spare time I love to swim and go to the gym and my latest hobbie is paddleboarding.

I'm really looking forward to meeting you all over the continuing weeks.

Sam Taylor

Hi, I'm Sam. I have recently started working here as a full time florist. My previous job was also as a florist and I have been doing this for over 20yrs.

I live in Calverton with my three children; Olivia, Callum and Josh. I have a passion for animals, I have a horse called Amy and you can find me every morning around 4am, mucking out, feeding and exercising her before I head off to work.

Marie French

Hi my name is Marie. I first got into floristry when I went to help at my husbands flower shop for a day and enjoyed it that much that I ended up staying!

Over the last 15 years I have taught myself and have become more creative in the work I do. I have made many bespoke flower tributes such as a Nottingham forest badge, an elephant, Eeyore, hedgehogs and even a witch on a broom stick!

I always try and do what clients request to give them the best for their loved ones.

Jacqueline Kennedy

I started working for A.W. Lymn in December 2021 as a part-time florist and I am excited to work with the other ladies here. I previously had a 15yr career working in the film and TV industry as a location scout and production manager.

I am also very creative and have always enjoyed changing the look of a space by injecting colour, textures, traditional and modern furnishings and natural dried foliage. Seasonally I style Christmas trees for hotels and events, which is great fun. And to relax I enjoy walking, running, going to the gym, and stumbling across charity chops and searching online for unusual bits of furniture.

Olivia Taylor

I have recently joined City Flowers working as a trainee florist, I am really enjoying the work, because every day is different and sometimes challenging, but I am learning so much.

I am also going to be starting college in September and currently looking for the right course where I can study Beauty.

Sam is my mum and I have 2 other siblings. I am crazy about animals and I think it's because of me that we have so many!

My hobbies are horses and spending time with my friends and family.



***Fiona, Olivia, Sam, Marie and Jacqueline.
Our new florist team***

Going the Extra Mile from Ian Richardson...

I was pleased to be part of the team that handled a three day trade hire to Essex and Cornwall. The rest of the team was Wayne, Max, Joe, Dean, Frank, Phil and Jennifer.

It became apparent early on that both these hires were important to the funeral directors we were subcontracted to.

1. Essex. The team started early to meet at 8.30am. They then drove to the clients site, where they waited two and a half hours before the cortège was ready to leave. They spent this time washing and polishing the cars to get them looking clean and tidy for the day. Our heads were held high all day including being left at the grave side to organise the drive backs when the funeral director departed. The funeral over ran and the team did not reach Brentwood services for food, drink and petrol until 6.00pm. The convoy then started on the drive to Cornwall stopping for dinner on the way and arriving in St Austell at 01:15am. We all went straight to bed and resurfaced for breakfast at 08:00am.



2. St. Austell Cornwall. All personnel and cars were on site at the funeral home at 9.30am. The team washed the hearse and all seven cars fully ready for the funeral. Eight members of the funeral service we were subcontracted to were in attendance but they had not worked together as they were drafted in from all over the county. It was evident at arrival at the home address that the team we were assisting were not used to organising a traveller funeral. Our team took charge of clearing the roads and parking cars, so access was restored to the main road. We organised the removal and loading of the casket, as well as carrying the casket to and from the church. We transferred all the church flowers, displays and photographs to the graveside by foot as the grave was 400 metres from the church. We also made sure there was a full shoulder bear to the grave from the hearse and executed a perfect lowering into a tiled tomb with real care and delicacy so not to damage casket or tiles. The drive home was organised by the funeral director and our team returned all to the wake. It was also stated they did not want a female to bear. Jennifer took this on the chin and carried out all her other duties even organising the flowers with her head held high.



All this was taken on the shoulders of the team. They drove for many hours. They had a late night. They ate a McDonald's (that alone deserves an award). They got up early to ensure breakfast was partaken and the cars were presented to the highest standard. They took direction from me and never once complained or dropped their shoulders. This whole 3 days showed A.W. Lymn at its very best. The company was flying high and were pushed well beyond the normal call of duty.



This does not fit into the normal category for Best Practice of the Month but the Directors were delighted to receive the report from Ian, and for reminding them (and us all) of just what a great team of people they employ.

SMOKING

Since the 1st January all our staff have been non-smokers at work. Thank you for the compliance.

Doves in isolation due to avian flu!

A photograph of several white doves in a dark setting. The doves are perched on a branch or structure, and the lighting is dramatic, highlighting their white feathers against the dark background.

Christmas Raffle



Our 25 Days of Christmas Raffle was well received, many thanks for all the positive comments.

Nigel was pleased to present Paul Richardson with the Christmas Day (star prize) hamper!



Mansfield based Civil Celebrant

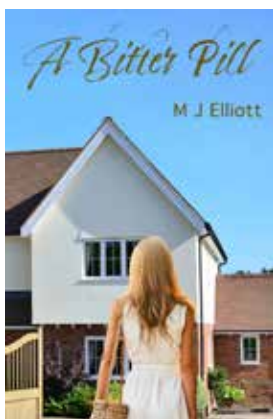
Michael J Elliott

is pleased to introduce his new book

My new novel, *New Blood*, the eagerly anticipated sequel to *The Wrong Man* is now in print. Again, set in and around Mansfield and Nottinghamshire, The Pearson family are pitched against a serious threat from over the Pennines.

Never before have they had to take on one of the UK's most serious criminals to defend their empire and the family business. The firm and the family need *New Blood*, but whilst they battle with the threat from over the hills, no one sees the threat from within, a threat far bigger than anything they've had to deal with before. Can they hold onto what they have whilst dealing with the major threat to their existence that takes them all by surprise?

I purposely left *The Wrong Man* at a point where I could write a sequel, if I felt I could both do it justice, and if I felt the demand from the readers was there. The response has been fantastic, especially from the local people of Mansfield and Nottinghamshire. Along with my work as a funeral celebrant, I really do enjoy creating the stories. I enjoy writing fictional novels, but I love writing the story of someone's life too, and I do think to capture a person's life, it does need to be delivered as a story, so one part of my work really does assist and compliment the other.



New Blood can be pre ordered on my website www.mjelliottauthor.co.uk copies will be with me from the publishers around the 31st January, however I strongly suggest reading *The Wrong Man* before *New Blood* so that the story thread makes sense. *New Blood* starts right where *The Wrong Man* finishes..... in Clumber Park, in the heart of Sherwood Forest.

I also have a psychological thriller called *A Bitter Pill* available on my website too, a thriller about a woman trapped in an abusive marriage.

For all of you who order and read *New Blood*, I do sincerely hope you enjoy it just as much as *The Wrong Man* and thank you to everyone at A.W Lymn for their continued support, not only in supporting me as a celebrant, but also for their support with inclusion in this newsletter. it really is appreciated.



Client comments collected during December 2021 and January 2022

After each funeral we send a questionnaire out with our invoice. There is a section ‘Were there any aspects of the funeral directors’ service that you particularly liked?’, The comments from the most recent are here, in regular font. The initials at the end of each comment relate to the funeral arranger and the funeral director, for example WEW/AA was arranged by Wendy and conducted by Andy.

Any comments in italics are from letters received.

Online reviews are also available at www.funeralguide.co.uk/funeral-directors and www.facebook.com/pg/awlymn/reviews/

Drivers

Excellent – 75

Good – 5

Satisfactory – 1

City Flowers

Excellent – 40

Good – 5

Satisfactory – 0

Arnold

Level of service provided by Emma Stevenson the ‘relaxed’ formality of Matthew – pitched absolutely spot on. ES/MLR/

The funeral was perfectly run and the throwing of petals on the coffin was perfect. ES/RK

Knowledgeable staff, kept us up to date and answered all of our questions. LJC/NLR

All the staff especially Emma and Russ – Beautiful cars and hearse, order of service was wonderful and everything else. ES/RK

The team at Lymns Arnold gave a professional & caring service, supporting us from beginning to end. ES/RK

Professional. RK/RK

The care taken by everyone involved with the funeral details and on the day of the funeral. ES/RK

All staff I dealt with were kind & understanding. They were very thorough, even to the smallest detail. ES/NMR

They were kind and I felt they were happy to accommodate our wishes I was also extremely happy with the celebrant who was allocated to us. ES/RK

They were very respectful, caring & professional. RK/RK

Very discreet & out of sight. ES/RK

This is a great big thank you to all at A.W. Lymn Arnold for the lovely funeral.

You all went above and beyond to make it so special. Thanks again from all the family.

For Emma and all the a W Lymn team. Thank you for the excellent care and service provided and taking care of our beloved Mary with thanks

We would like to thank everybody for their support and concern at the funeral of Margaret Wood on the 22nd of December. The horses were beautiful and so well-behaved. Everything was explained and taken so very slowly. It left a very sad day with lovely memories well done all of you thank you PS many thanks to Malcolm for his moving service

Beeston

Celebrant [Richard Marshall]. DB/DMC

Georgia was particularly helpful throughout. GB/DMC

Having the same person for all communication. GB/DMC

The service very very good – top marks. MNI/JLR

Hi Georgia, I just wanted to send an e-mail to yourself, Donna and Mick for all your help in organizing the funeral for my Father. You were all so helpful with all the arrangements and it made life a lot easier when there seemed so much to do. The funeral itself went very smoothly thanks to your efficient running of the events. I am so pleased we had the visual tribute, I have had very positive comments on it. Once again thank you so much for all your help.

Bingham

Friendly – helpful. DTL/DTL

Dominic was excellent, I liked his manner approachable but courteous. He also never said no to my requests or thought any of my questions were silly. The hearse and car were silver not black. I did not even think about it before but on the day I really appreciated it. DTL/DTL

Hi Dominic and Jane, Now we’re back home I just wanted to drop a line to say a proper thank you for your courtesy and consideration in making the arrangements for the funeral.

Dear Dominic, we would like to thank you and your team for everything you did yesterday at my mothers funeral Everything was handled extremely efficiently and with an exceptionally high level of professionalism on your part. Thank you once again.

Hello Dominic, Firstly on behalf of myself and my Mum thank you and all your colleagues for all the help you have shown up to and at my Father’s funeral. Your professionalism and compassion has been greatly appreciated during this difficult time for us.

Carlton

Mark at Carlton looked after me & the family perfectly. NMR/NMR

Jessica, Danny and Mark were all so lovely, kind and caring. NMR/DLD

Jess was outstanding and missed seeing her on the day. JAR/NMR

Very warm, welcoming & empathetic. Attentive to our needs at a difficult time. DLD/DLD

For Jessica, Danny and Mark, Just wanted to say thank you so much for all being so lovely and kind. You were all so helpful and made saying goodbye to my lovely Mum a much more special day. I will be forever grateful for all of your help and kindness. With much love to you all.

Dear Danny, Thank you for all your help over the last couple of weeks. Your professionalism and the sincerity with which you conducted yourself, both with my brother and I, and with my mother, certainly made things easier. We cannot thank you enough.

Clifton

Everything was done perfect. JK/JK Attention to detail was first class I was given a horseshoe from the horses as a memento nice touch. JK/JK

Jo thank you for everything you are truly an amazing woman all our love

Cotmanhay

Personal service. MNI/Direct Cremation

Derby

Mr Neil Reeves was very kind & reassuring & always there to help all the family said how nice & helpful he was. NDR/NDR

Hucknall

Everything was perfect, I think mum would have been happy. RK/RK In planning the details of the funeral I was listened to and helped all the way and all our wishes were carried out. CM/AA

Ilkeston

Visiting and organising at home. MS/MS The celebrant [*Father Andrew Harding*] was excellent plus all staff efficient friendly and considerate. NAA/MS Nicola Anderson & Nick Sharp. NAA/MS

Littleover

Dear Dan, Just a quick email on behalf of the whole family to say thank you to you, Kevin and the rest of the team who

made yesterday go as well as it could do. The team were friendly, respectful and made things as straightforward for us as they possibly could. You were all just brilliant and did my dad proud.

Long Eaton

Straight forward, respectful, very professional. DB/LJC

Mansfield

It all went so smoothly. TC/AA

Mansfield Woodhouse

Excellent service given by Anja Laidler wasn't a dry eye in the chapel during service, never forget it. TC/AA

From start to finish it was brilliant. JWB/JWB

Exceptional professional service, compassionate staff, on the day of mum's funeral Jonathan was outstanding! So was celebrant Anja Laidler. WEW/JWB

Nottingham

Megan was attentive to all the details, gently reminding me when I forgot something, Her personal touch was one of the main reasons I was happy everything was always under control. MR/NLR

All. PCR/PCR

The empathy. CB/JLR

Very professional and caring. MR/NLR It was all very calm and relaxed making all the arrangements as covid is still present. We were a very small funeral party but all the wishes were facilitated. MR/NLR

The compassion and care they showed towards us. CB/NMR

Paul gave us excellent personal service. PCR/PCR

Megan & Jackie was absolutely fantastic. MR/JLR

Megan just wanted to say thank you very much for your hard work in making my mum service go so smoothly many thanks

Ollerton

I had excellent service from day one. CJO/CJO

The personal service from Colum O'Shea was outstanding. CJO/CJO

Radcliffe on Trent

One stop shopping – took some stress out of arrangements. EH/EPM

Rainworth

Becky Hogg at Rainworth was not only respectful, polite and helpful it was a pleasure to meet her. RSH/Direct Cremation

Everything we asked for was sorted straight away we could not of asked for anything better. JWB/TK

Everyone & everything was done very well & professionally. RSH/JWB

To Becky and all the staff, our gratitude cannot be expressed in words. The loss and grief we are now going through is harder than we ever imagined that mum is no longer with us. We take great comfort that she had the send off we knew that she'd wish for. That is thanks to you. We will never forget that. Thanks again.

Shirebrook

Kind & concerned. JP/AA

Stapleford

Tracey Sweeting-Rowe was so helpful, she kept me informed about everything. She was also very caring, supportive and kind, which made the funeral easy to cope with as I have already used you 18 months at the death of my husband – covid. TSR/LJC

Tracey Sweeting-Rowe was very caring, Richard Marshall was excellent. TSR/LJC

Excellent service very friendly & professional. LJC/MS

Sutton

Karen Horton showed us compassion, kindness and sympathy but was also very professional. KLH/AA

Karen Horton made us feel very at ease, gave excellent advice and had the right amount of empathy/professionalism & friendliness – excellent service! KLH/RK

All staff were fabulous, they were mindful of 'difficulties' within the family – ensured the service was dignified and simply perfect. Thank you to them all. KLH/NMR

Very supportive, professional, caring service. KLH/TK

West Bridgford

Richard Marshal (celebrant) was outstanding. Also all the staff at A.W. Lymn. On-line presentation was also

enjoyed by all who watched – as far away as relatives in Canada. SNN/AMB We were treated as individuals rather than as merely customers. SNN/AMB The celebrant [Brendan Flanagan] was great. Santana was fantastic to liaise with – nothing was any trouble. The live link was great for those who couldn't attend. SNN/AMB

Wollaton

Extremely helpful, constantly kept up to date and very quick responses to any additional questions/queries. JHP/KNC Kindness & guidance. JHP/KNC Excellent service generally. KNC/KNC The personal skills of all the staff was fantastic very empathetic & kind. KNC/KNC

To Jackie and team. Our grateful thanks for your presence on Tuesday. We appreciate it as you not been well, thank you. Jack, Kirby and your team did a marvellous job with so much attention to detail - such a help to us. He is now at peace and reunited with his wife. Our very best wishes to all

Civil Celebrants

Hello Richard, I hope you're well. Just wanted to say a huge thank you for the service you conducted for mum. You were brilliant... everyone there said what a lovely service it was and also how personable you were. Thank you Richard so much for your understanding and kindness throughout the whole process, it was so appreciated. Thank you again.

Richard, Can I thank you directly for such a wonderful service at my father's funeral. I thought you were amazing and my dad would have been so glad in how it went and how so many people thought how lovely it all was. Thank you; my memories of the day will be of such a lovely and happy occasion. Thank you also for supporting my mum - she speaks often of how much she enjoyed meeting you and sharing her memories of dad with you, and I know how much she felt the service went so well and was so comforting to her.

From our first contact Richard dealt with all members of the family in a calm, courteous, professional and friendly manner. He took time to find out all he

could from family memories to prepare a comprehensive eulogy. On the day of the funeral Richard conducted the service in a dignified and respectful manner. Richard is a credit to his professional organisation.

The Craftsmen in Stone

Just a short note to say thank you for your help with getting our parents stone sorted we were up in Ilkeston on Friday and went to the cemetery and we're very pleased with it. Your prompt attention to this matter was very much appreciated.

Dear Mary Thank you so much for sending me a picture of my Mam and Dad's headstone. I think it looks really nice, much appreciated.

Hi Emma (Stevenson) and Lymns, Thank you so much for the gravestone.

It looks great, your guys even put some flowers, it looks beautiful and brought a tear to our eyes What an excellent service you provide.

Lymn Luxury Vehicle Hire

Hi Mark, Just wanted to say a huge thank you for the hire of the cars they stole the show at our wedding! The weather was terrible but it didn't have too much of an impact on our day. Just to say also the drivers [Stuart, Steve, Wayne, Jen and Mick]. were outstanding especially the gentleman that drove me and my dad to church and then me and Mike to our venue! Can you thank him personally from us please. His service was so professional and we cannot thank you enough for taking part in our special day. Thanks again!

Could Do Better

Wrong piece of music played.

Song requested wrong artist so not sang properly and upset family members.

Questionnaire Data

Every questionnaire asks the client to mark the service they received out of 10. Below are the average scores by funeral home for December.

* n/a - no questionnaires returned

Arnold	9.27
Aspley	n/a
Beeston	9.70
Bingham	9.33
Bulwell	10.00
Carlton	10.00
Clifton	10.00
Cotmanhay	9.00
Derby	10.00
Hucknall	9.67
Ilkeston	9.80
Littleover	n/a
Long Eaton	10.00
Mansfield	9.00
Mansfield Woodhouse	10.00
Nottingham	9.40
Ollerton	10.00
Osmaston	n/a
Radcliffe on Trent	10.00
Rainworth	10.00
Ruddington	10.00
Shirebrook	n/a
Spondon	10.00
Stapleford	10.00
Sutton in Ashfield	10.00
West Bridgford	10.00
Wollaton	9.60

COMPANY AVERAGE

9.67





Congratulations to Courtney and Adam on their engagement just before Christmas.



No date has been booked yet, but they are busy looking at venues.



Congratulations to Anne and Gary on the arrival of their first Grandchild.

Their Granddaughter Paisley Angela Jo Evans was born on 4th January a full four weeks early but weighing in at a healthy six pounds three ounces.



In Lymn's style, Dan was pleased to welcome his son Stanley to work experience at our Littleover Funeral Home.

Dan reports that Stanley who is 13, put a hard day's graft in!

Out and about

Right: Gary S. proves that no two days are the same!

Middle Row: Jessica (finally) receives her Caption Competition Prize, Jack volunteers on the first aid course and Joe captures tributes in the hearse.

Bottom Row: Adam tries to capture his inner Elf, Charis forgets her coat and Gary C. helps the drivers out!



The 'Best Practice of the Month Award' nominations are:

David Hills nominated by **Emma Hutton.**

'I would like to nominate David Hills. Throughout everything that is going on. David has made personal sacrifices for the good of the company and himself. He is finding this extremely difficult, but without fail he's always on hand to help, showing his dedication and loyalty to A.W. Lymn.'

David Hills nominated by **Jane Keetley.**

'Can I please nominate David Hills for Best Practice of the month? David is a big part of our team at Radcliffe we would struggle without him. He is always on hand to help with all aspects of the job. David is our unsung Hero, kind and considerate and we all love him.

Sometimes it's not the one big thing that someone has done, it's the person that is the backbone, reliable person that comes to work every day and is there for everyone.'

Malcolm Barham nominated by **The Team at Carlton**

'Team CA would like to nominate Malcom Barham for going above and beyond for one of our families. He really did look after our client and priced his fee accordingly with a reduced service. He even drove her home!' **Please see note below.*

Danny Doherty nominated by **Jessica Raynor**

'I would like to nominate Danny, he went above and beyond for a my client who was on her own during the loss of her sister, he went out of his way to make the service special and she was overly pleased she constantly told me to 'Thank Danny' on behalf of her. Danny sat with her in the car on the way to her sisters service, walked into the service next to her and sat with her the whole time as well as walking her out.

**Note regarding Malcolm*

Unfortunately, because the nomination for Malcolm was for his work as a celebrant and therefore a supplier to our company and not as an employee, he is not eligible to be awarded Best Practise in this case.

We are however pleased that he is getting such positive feedback, including the comment below which was sent to Kevin at our Nottingham Funeral home.



'I would just like to say thank you so much for the beautiful service. So many people have commented on how lovely the service was, and how you made it so special.'

On another occasion we had another lady who also felt alone during the loss of her husband and Danny really did look after her, when she came to visit in the chapel of rest he even sat in with her the whole time! I really feel he deserves recognition for this.'

Isabel Walton nominated by **Emma Percival**

'For someone who does not like the limelight, Izzy has shone with the application for Women in Business. She was extremely nervous with the filming (to say she was out of her comfort zone would be a huge understatement) but was able to solider through, producing a high quality video which showed herself and the company in the best possible light and ultimately allowed her to achieve the accolade as Apprentice of the Year at the Nottingham Women in Business Awards.'

The winner is Izzy



Bespoke Casket



This Rowton Casket was adorned with Gucci style material at the request of a Sutton family.

The family were delighted with the final product.



Karen from Sutton commented 'I would like to truly thank Brian and Kyle for all their help in giving the client what they wanted. The end effect was truly stunning.'