



The Family Funeral Service®

Staff Newsletter

July 2021

Congratulations to Ethan, Isabel and Charis



We are delighted to announce that all of the current trainees, Ethan, Isabel and Charis have gained their BRAMM fixing licences.

We all wish you the best of luck as you move onto the next stage of your training programme.



British Register of Accredited
Memorial Masons

“City Flowers”



These floral tributes really show how lucky we are to have such a great team of in-house florists.

The detail on the robin included a log for the bird to sit on, and feathers on its tail. Whilst the all natural colours in the rainbow wreath are simple but stunning.

Well done to Kerry, Jo and Tian.

‘Our family serving your family since 1907’

A.W. LYMN

The Craftsmen in Stone
at Nottingham Castle



The Stone Masons were pleased to be involved with the erection of a memorial stone at the £30 million revamp of Nottingham Castle.

The naturally cut piece of York stone, which was supplied by the castle, had its face smoothed for lettering purposes and was placed over the remains of a male discovered during archaeological excavations. The remains were buried close to the location of the medieval Chapel altar which indicates he must have been of some note, which lead to the name a 'Sherwood Nobleman'. The nobleman is thought to have been tall at around 184cm, which is based on the maximum length of the tibia.

Dean and Ethan were pleased to place the memorial over the nobles final resting place, ready for the re-opening of the Castle on the 21st June.

Pete is looking for new tenants

The one bedroom flat above the Carlton office will be available from the end of July.

The two bedroom flat above the Littleover funeral home will be available also from the end of July.



Gary has renovated and added some colour to the statue of the Blessed Virgin Mary in the yard at Robin Hood House.

The blue girdle and yellow roses are in keeping with the apparitions of 'a Lady' at the grotto of Massabielle, just outside Lourdes.



From the Archive...

Stacey Burman nee Bentley conducted her first funeral in July 2011.

Stacey Bentley, who is one of our trainees has conducted her first funeral. The trainee scheme offers a chance to work in every aspect of our business before, after four years of hard work, becoming a fully qualified Funeral Director.



Five years ago, four generations of the Lymn Rose family attended the NAFD Conference.



It is 15 years since the spotlight was on Ilkeston and Matt Winman!



Matthew

Matthew (left) has worked in the funeral industry for 13 years, and has been at Ilkeston office for ten and a half of them. He started work as a bearer at our Cotmanhay office in 1993, after being *told* he had to by his dad, David Winman, who at that time was the manager of Ilkeston Co-Op Funeral Division.

It's been 10 years of 'Pete, can you just...'

New Starter

Pete Jeffery is our new maintenance man. Pete, who lives in Stapleford, is married to Amy and has two children, Reece who is 11 years old and Lucie-May who is only 16 months old, which makes life busy but fun. During his spare time Pete likes kick boxing and karate and is a black belt at kick boxing and a brown double red at karate, Reece is also a black belt at karate and he is going for his black belt in kick boxing in December. Pete has previously worked as a self employed painter and decorator but ended up being a handyman. He has also studied at New college Nottingham where he did a construction course. Pete says he is looking forward to

meeting everyone at A. W. Lymn and is sure that everyone has lots for him to do.



It's two years since Nigel followed in the footsteps of his Grandfather, maternal Uncle and Father to become Chairman.



Harold P. Lymn
Chairman 1958 - 1976

Douglas H. Lymn
Chairman 1976 - 1980

George F. Rose
Chairman 1981 - 2018

Nigel Lymn Rose
Appointed Chairman 2019

A new role for Sharon Draycott

Sharon has moved upstairs at Robin Hood House and is settling into her new role as Personal Assistant to the Managing Director.

Sharon has worked for the company for five years, but has a lifetime of experience in the funeral industry. Her family business (before it was sold) was Bagulay Brothers, where her father still works.



Sharon is currently based in Matthew's office and can be contacted on extension 406.



The photograph above shows 'The Midlands School of Embalming - Class of 1954'. Amazingly both Sharon and Matthew's grandfathers are pictured.

From left: Frank Gibbons, George Rose (A. W. Lymn The Family Funeral Service), Geoffrey Hooton, Douglas Lymn (A. W. Lymn The Family Funeral Service), Reg Baguley (Baguley Brothers now Dignity Funerals), Eddie Mills, Sid Mills, Bill Wathall (Wathall's), Charlie Letts (tutor), Bill Wass (A Wass Funeral Directors Ltd).

Sponsored by A.W. Lymn



The junior football season draws to an end, and the U10'S Forest Ladies team has had a great season!

First team player Alex Mighten even popped down to watch and is photographed with prolific goal scorer India.



The Prettiest Funeral Home?



Are the surroundings at Long Eaton the prettiest? Louise and (photographer) Danielle think so.... Please send in a photograph if you think you can beat this!

Christmas Party



Louisa and Alice (along with Alanna and Matthew) at their first 'Staff Party'.

Electric Van Trail

We have been lucky enough to add an electric van to our fleet as part of Nottingham City Council's Electric Van Experience (EVE). The initiative offers a free 30-day trial of a small or medium electric van, designed by the council to offer a try-before-you-buy experience as it encourages firms in the region to 'go electric'.



The Highways England funded project, which runs until November 2022, was introduced to help the transition of vans and fleet vehicles to lower emissions and improve air quality on roads across the city, contributing towards Nottingham's carbon-neutral objectives.

Matthew explains why he decided to trial the electric experience: "Our fleet of cars is at the centre of everything we do, whether that be as part of our funeral fleet, or the maintenance vans on site, we use our vehicles daily and thereby cover a lot of miles. Introducing electric vehicles has been something we have long considered, so when the council approached us with this initiative, we were

keen to explore the opportunity. The EVE has allowed us to trial electric without the up-front costs of buying an electric van and setting up the charging points, it's been a great opportunity to see how it would integrate within the business. So far we have been using the van for the stonemasons and grounds maintenance which has been great, it has certainly improved our view on electric vehicles and confirmed our thoughts of introducing them into our fleet in the future."

The EVE was introduced when Nottingham City Council was successful in winning a £2.69m Government grant. All vehicles in the EVE fleet produce zero tailpipe emissions and provide businesses in Nottingham with the opportunity to experience clean commercial transport first-hand.

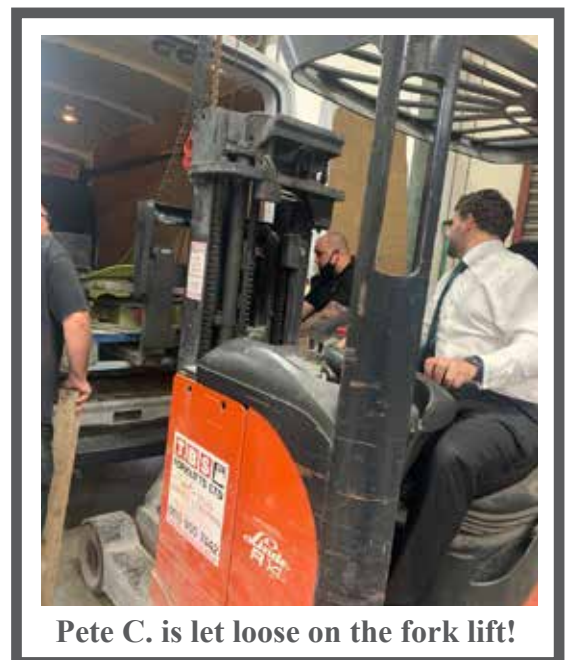
Councillor Sally Longford, Deputy Leader at the City Council and Portfolio Holder for Energy and Environment, said: "It's fantastic to hear A.W. Lymn has had a great experience with the van and this trial has provided confidence in making the switch in the future."

Highways England's Customer Services Director, Melanie Clarke, said: "We're keen to play our part in helping to improve air quality and tackle carbon emissions. Our work with Nottingham City Council is just one example of us working with local authorities across the country to encourage businesses to make the switch to electric vehicles."

A Day for Tom

Henry Percival (and Ben) were pleased to get involved with a charity event 'A Day for Tom', which raised funds for The Children's Bereavement Centre at Newark.

As a company we donated a champagne hamper (pictured) which was raffled raising £500, and the event made £60,000 in total.



Pete C. is let loose on the fork lift!

Questionnaire Statistics from 2020

Following, what can only be described as an unusual year, Chlöe has put together some statistics from the questionnaire data for 2020, with the 2019 figures included in brackets. It should be noted that in 2019, 1170 questionnaires were returned and this increased to 1355 in 2020, which was a 2% increase in the number of questionnaires per funeral returned.

These questionnaires give a good insight, and help identify strengths and weaknesses early.



Overall rating out of 10
9.7 (9.7)



Arrangers, Directors and Drivers rating out of 5
4.9 (4.9)



Pall bearers rating out of 5
4.8 (4.9)



Flowers rating out of 5
4.9 (4.8)



99% of those that answered this question would use us again (99%)



99% of those that answered this question were satisfied with the first call advice (100%)



96% of those that answered this question said all aspects were to their satisfaction (97%) given COVID this is a good result!



94% of those that answered this question said the price was either as expected or less than expected (93%)

Client comments collected during June 2021

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 KLN/JLR was arranged by Kim and conducted by Jackie.

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 – 142

Good – 12

Satisfactory – 0

City Flowers

Excellent – 64

Good – 16

Satisfactory – 3

Arnold

The training of them listening to what we wanted, and fulfilling our requests. ES/RK

Very polite and friendly staff. ES/RK
Celebrant was excellent. Staff were efficient, kept us informed at all times. ES/NMR

Very respectful. ES/RK

Russ Kemp and his team are professional and keep you informed 10/10 for service. RK/RK

Service. ES/RK

Helping us to find the music we wanted for the funeral. RK/RK

A very professional service from start to finish. ES/NMR

Personal touches especially on leaving property for the last time. ES/NMR

Emma was very calm and made me feel comfortable. ES/RK

Sympathetic and helpful treatment. ES/RK

Overall caring, and personal service. RK/RK

Careful consideration of my individual needs. ES/NMR

Hello Emma, Well I can't thank you enough for a beautiful and incredibly moving funeral. Gedling Crematorium is a fabulous setting, and I found Aunty's birth certificate which shows she was born just a mile up the road from her final resting place. The weather was perfect and the skylarks were singing. Anne Godfrey from Halam took exceptional care and led the service beautifully. I still have the flowers at home and they are continuing to come into bloom, so that was a good decision. The car, and coffin and undertakers were all perfect. I had chance to say a prayer at the coffin at the end and the music was so wonderful in that setting. We even had chance to gather before and after and share a few words together, and I am sending a copy of the very smart order of service to some relatives who could not attend. Thank you again so much for all your care of me and my beloved Aunty.

Aspley

All of it. JF/MLR

Joyce was really helpful, understanding and compassionate. JF/TK

Dear Matthew, I hope this finds you well. I wanted to put together an email to express my sincere gratitude to Lymns for pulling together my mums funeral so quickly after what I can only describe as a traumatic experience elsewhere. I walked into the Aspley office extremely overwhelmed after another funeral director cancelled my mums funeral at short notice to be met by Joyce who became my guardian angel. She liaised with others to ensure you would be able to go through with this as we had a slot already booked for the crematorium, you all worked like heroes to make my mums send off special in such a short time. Joyce was extremely comforting and supportive throughout the whole experience and I literally cannot thank her enough. We visited mum at Aspley the Friday prior to her funeral Julia was just a god send made me and my brother feel so at ease and gave us all the time, comfort and reassurance we needed. My mum looked so at peace and you made her look so comfortable and for that I'm very grateful. The actual day was as special as it could be again Julia was very comforting and professional and made the day as stress free as possible. I cannot thank Joyce, Julia and A.W Lymn enough for easing the grieving burden just a little by giving my mum a beautiful send off.

Beeston

All the staff from start to finish were extremely pleasant and professional. GB/KH

Photo display (slideshow was fantastic) but no still photo before & after during readings. Donna was amazing on the day of the funeral. Supportive & very kind & helpful. DMC/DMC

Overall professionalism. DMC/DMC
Personal service and very professional. DMC/DMC
Our funeral director Donna was very professional and looked very smart and very helpful. GB/DMC
Everyone was very kind & considerate. GB/DMC

Bingham

Dominic put himself out on a Saturday for us to collect casket. V. grateful. DTL/DTL
The reassurance at all times in a period of great stress that everything would be organised well and efficiently. DTL/DTL
They kept me informed about arrangements. DTL/DTL
Funeral arranged in considerate manner – very difficult with Covid restrictions. DTL/DTL
Despite the awful weather (snow etc.) everything proceeded as planned & arranged. DTL/DTL

Bulwell

All the gentlemen looked very smart and very professional, everything was on time we got everything we asked for. KLN/RK
Kind and caring. KLN/TK
Given the Covid regulations at the time they did a wonderful service. KLN/MS

Carlton

Always courteous. MJC/NMR
It felt personal, they treated us with warmth and my late father with dignity. Mark Ridout & Mark Collishaw were both outstanding. MJC/NMR
Empathy and detailed planning. MJC/NMR
The funeral director had a very calming attitude. (Mark Ridout was very helpful and understanding.) MJC/NMR
Very personal & friendly service, compassionate car, thank you. MJC/MJC
The attention paid to our family on a very difficult day. MJC/NMR

Dear Mark, the family would like to tank you and your team for taking care of him for us, it meant a lot to us. Your kindness and patience was much appreciated.

Clifton

All professional personnel that were involved on my late Mother's funeral. JMW/JMW
I was particularly touched by the walking out of the road and the bow to the coffin on arrival at the crematorium. JMW/JMW

Cotmanhay

They were very supportive caring and professional in all aspects all the way through. MNI/MS
Richard Marshall (Celebrant) & Michelle at the office were excellent in all respects. MNI/MS
Michelle at Cotmanhay was amazing and kept in contact with us from first appointment to after the funeral. MNI/MS
The initial walking to lead the hearse. MNI/MS

A speedy service, respectful, caring. MNI/MS

To all, I would like to say a big thank you to all that took so much care with my mum, I really appreciate everything you did. She had the best send off I could have wished for. A special thank you to Mick who looked after me really well at the worst time of my life.

Derby

I felt they treated me with genuine kindness and respect. KK/KH
To Karen and Neil, Thankyou so much for all your care and compassion.

Hucknall

Standard of care from staff, very professional. CM/CAB
The professional touch. CAB/CAB
Route Master Bus & driver & funeral director. CM/AA

Ilkeston

Very attentive to all questions and gave very detailed replies. NAA/MS
Professional, courteous, respectful and reassuring. I felt confident that my mother's wishes would be adhered to. JRC/JRC
All good. NAA/KDB

I am writing to thank all your staff for making the arrangements for my uncles funereal, it was obviously a difficult day for us all but at all stages you team conducted everything with the utmost professionalism but maintaining such a friendly atmosphere making us all feel comfortable at this difficult time. I also would like you to pass on our thanks to the celebrate Tracy she spent so much time getting to know all about him and making sure his story was told with accuracy and some humour I'm sure some may have though she had known him personally for a number of years.

Littleover

Very professional, calm and reassuring. DB/MC
FD had conducted the service for several family members and was very good. DB/KH

Mansfield

Staff very helpful. TC/AA
Tina's above and beyond care for me and my family. TC/JWB
Tina was very helpful and personal. TC/AA

Mansfield Woodhouse

They were friendly and good to all family. WEW/DCC
The hearse was outstanding. JWB/JWB
They were there for us through the whole process. WEW/JWB/
Staff was brilliant and very friendly. WEW/AA
The car stopped at entrance to Crematorium for Rotary Club to pay respects as not allowed in due to Covid. JWB/JWB

Kindness and compassion shown by Wendy Walker. WEW/DIRECT CREMATION

The compassion & friendliness of all the staff we came into contact with. WEW/AA

Personal – professional – intimately understanding – incredibly empathetic. JLR/JLR

The service given by Wendy & Jon at your Woodhouse office. Also the exceptional service given by Andy who directed the funeral & at the Cemetery for the interment of Mum's ashes. WEW/AA

The celebrant was so kind and said all the things my children and myself wanted to say first class. WEW/TK

Wendy was so helpful. WEW/AA

Due to circumstances at death of my brother very understanding and helpful. JWB/JWB

Everything was handled with sensitivity and professionalism highly rated. DD/AA

Nottingham

Church service was good & the graveside arrangements were good, video stream was good & Barbara was great help. MR/JK

Kevin Browne was exceptional. We felt looked after and his tone & approach were perfect. KDB/KDB

Empathy, thoughtfulness, all questions answered, remembered without hesitation mine/deceased details. PCR/PCR

All the staff were very helpful. PCR/PCR

Communication, keeping us updated. JLR/KDB

Attention from Jackie. JLR/JLR

Celebrant and arrangements on the day were very good. MR/NMR

Responsiveness to requests, speed of service, courtesy. MR/REPATRIATION

Kindness offered by Paul & the celebrant – Rachel. PCR/PCR

The kindness of everybody. MR/NLR

Paul, the gentleman who arranged the funeral showed just the right note. The celebrant was excellent. PCR/PCR

Straightforward & simple. MR/PCR

Dear Kevin, The service was beautiful! I am personally so very grateful to you and again your guidance and kindness throughout.

The lady that gave the prayer filmed the hearse while it was outside and I saw how so many people stepped forward to care. It was truly moving. Kevin, right now I am lost for words as this is my time for me to say goodbye to my sister. So, thank YOU.

Hi Kevin me and the family would just like to a big thank you to you and the rest of the team for yesterday for making the send of the best it could be because of the pandemic we really appreciate all that you and team have done for us.

Hi Paul, Hope you are well. I would just like to thank you so much for arranging mums funeral. It was lovely, I liked having my dad there with mum and you encouraging the men to carry mum inside. These unexpected things meant so much thank you.

Dear Kevin, I've been meaning to write this email for while - I do hope "better late than never" applies. I write to say a huge thank you to you personally, and to the wider Lymns team, for the way you helped my brother and I with the funeral arrangements for our dad, earlier this month. As you are aware, I am a vicar and have worked with many Funeral Directors over the years, so I do have a lot to compare you with(!), and you were absolutely superb. My brother was also very impressed and I was grateful that you made it all much easier for him as well. Once again, many thanks for your assistance and please do pass on our thanks to the rest of your team.

Ollerton

Although mostly done online due to Covid took my calls or returned call quickly. Agreed to use different supplier to ensure I got bespoke flower arrangement. CJO/CJO

All-inclusive service as this also included order of service sheets and newspaper notification. Staff were very helpful, professional & friendly, the brochure was also straightforward and comprehensive. CJO/CJO
Colum was excellent and a credit to the firm. He successfully balanced, empathy and professionalism. CJO/CJO

Osmaston

The service received was at all times polite, respectful, understanding, helpful & knowledgeable. MC/MC

Radcliffe

Always respectful, kind and helpful. JK/JK

I liked the way she looked after me and the mourners. EH/JK

Jane! Attitude of driver/pall bearer. This was a Covid time funeral Jane & staff were fantastic. Idea of seeds to give to people brilliant, so appreciated. JRC/JK

Rainworth

Was always in touch to say what was happening, also allowed family carry the coffin. DCC/DCC

The attention to detail, timings, cleanliness and the team always available to answer all manner of questions. DM/DCC

Fantastic service from everyone involved. (Denise & David). Nick Sharp gave us a true service of celebration. DCC/DCC

Ruddington

Caring & efficient. TLS/TLS

Very good. EPM/EPM

The responsiveness, efficiency and calm helpful approach – no question was too much – very, very professional. EPM/EPM

Friendly & sensitive. TLS/TLS

Good communications, prompt replies, polite and helpful staff, efficient, very professional, trustworthy. TLC/TLC
Introduction of what to expect when viewing a body for the first time. Celebrant read like he did know her, not like a script. EPM/EPM

Shirebrook

The care and attention of Jackie Potter in the Shirebrook office. JP/AA
Very patient & reassuring. JP/JWB

Spondon

Organisation & planning – helpful & considerate staff, form of service execution & timing for distribution pre-funeral (covid again) FH/KH
Attention to detail. FH/KH
Very friendly. FH/KH

Stapleford

Tracey was extremely kind and friendly – very helpful. TSR/LJC
Tracey Sweeting-Rowe. So helpful and caring at this difficult time nothing to much trouble. Thank you Tracey. TSR/DMC
Professional but not detached, warm caring and helpful at all times. Contact excellent. TSR/LJC

Tracey, you made the process easy at such a difficult time. We are very grateful and also to Julia who was such a support to us all. You both show such love and compassion.

Sutton

Professional, competent and kind. KLH/DCC
Good responsiveness and advice/support. KLH/AA
The attention to detail. Did a great job!! KLH/AA
My wife was given respect. KLH/DCC

West Bridgford

The empathy and respect shown by the funeral arranger and director before, during and after the funeral. CKG/KDB
Personal service from Nigel Lynn

Thank you. AMB/NLR
Recognition that been there before, friendliness, patience. AMB/NLR
Non-intrusive service conducted with respect. Smartness of suits worn. High standard throughout. AMB/AMB

On the day of the funeral nothing was hurried clever explanation of what to expect. CKG/EPM
Andrew and Courtney were excellent – so helpful. Thank you I would like Nigel Lynn-Rose to be given details & the excellent service. AMB/JLR
Their attention to detail and respect. CKG/JLR
Friendly & helpful. CKG/LJC

Wollaton

Visited me at home – very pleasant person – easy to deal with. KNC/KNC
Kirby dealt with the funeral arrangement in a professional & helpful way, but she was also kind & considerate. KNC/KNC

City Flowers

Dear Kerry, I would just like to say how beautiful the flowers that you did for my Mums funeral. It really meant so much to us and I especially wanted to thank you for the “Little Prince Star”. It was absolutely perfect. All the flower displays were all done with obvious care and love and we really appreciated it.

Civil Celebrant

Thank you so much Richard for yesterday's ceremony for our mother it was truly special an very fitting for her and appreciated by us all thank you.

Richard, I would like to say a very special thank you for being our Celebrant. Given the opportunity, you are definitely the person I would have chosen. The eloquent way in which you delivered the service, with such care and compassion, meant a great deal to the family and friends, which helped us all to get through the saddest of occasions. Thank you,

most sincerely.

Dear Richard, We would like to personally than you for your exceptional and heartfelt service performed for my Nana at Bramcote Crematorium. Your job must be extremely difficult to connect a room full of people you are not familiar with about an individual who was also not known to you. Your ability to take in all the information we gave to you and perform such a brilliant ceremony was something the whole family admired and we will always be eternally grateful to you for giving our special Nana the send off she deserved. Thanks again.

Richard and the team. Thank you so much. Nice service.

Craftsmen in Stone

Dear Sharon, This is just to say thank you for all your help with the preparation of the memorial stones for the All Hallows Church yard. It is much appreciated and I am very pleased with the result.

Hello Mary, Just a note to let you know that I was very pleased with the work carried out on my late wife's headstone. Thank you to all involved.

Could Do Better

Confusion over the Hindu 'OM' symbol on coffin

Music in wrong order at graveside
Rosary beads lost

Felt more support/guidance could have been received

Wrong name on coffin
Flowers poor standard

Welcome to...



Jake Cotterill
Mechanic

Hello, I have just started work in the garage with Luke and Josh. My dad is a mechanic so I have been around cars my whole life and have worked for a independent garage restoring and converting Ford Escort MK1 and MK2's into rally cars, and more recently at Sandcliffe Ford.

I live in Colston Bassett with my girlfriend Georgia and Fox-Red Labrador Otis.



Michael Hothersall
Work Experience

We were pleased to have prospective Medical Student Michael with us for a week in the mortuary.



Becky Hogg
Funeral Arranger. Rainworth

Hi, my name is Becky.

I've previously been a primary school teacher and I ran a before and after school club for six years; but many people may recognise me from my years working as a Clerical Assistant at Mansfield Crematorium.

Most recently I've been working as a Customer Liaison Officer for Mansfield District Council's Waste and Recycling department. I'm lucky enough to have met a lot of the staff in the Mansfield area already, and have really enjoyed meeting the teams at RHH in my first week - Thank you everyone for letting me get under your feet! I'm married and have two rescue dogs (fur babies) that keep me busy out of work.

I'm really looking forward to being able to pitch in; I like to be helpful!



Peter Sims
Gardener / Driver. Mansfield area

Hello, I am Peter. I worked for 34 years at Clipstone and Thoresby Colliery as a fitter on the coal face for most of that time. I am enjoying my new part time work, meeting new people who have made me very welcome pointing me in the right direction, gardening over four sites and general maintenance, as and when required.

I have four years experience of working at a cemetery, cutting grass, preparing graves and making sure the area was kept respectful.

I have been married for 31 years to Joyce, who has been very supportive of me in my new job.

I hope that I can continue to be of assistance in my new role, or with anything else that is required. I only live about four miles away and am always willing to help.



Jordan Spencer
Stone Mason

Hi, I'm Jordan, I have joined the Stone Masons on an eight week trial. I have been working for an agency in a factory which produces car cleaning products in Calverton for a while, so I am looking forward to getting out and about a bit!

I live with my Dad, Dean AKA Spud, who is showing me the ropes at work.

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

Paul Richardson has nominated **David Green**

'Please could I nominate David as Best Practice of the month for his help on a Funeral at Carlton Cemetery Chapel? The ipod was playing up and David stepped in to save the day.'

Kevin Hall has nominated **Adam Jessop**

'I would like to nominate Adam Jessop for employee of the month for getting stuck in and unblocking a drain in the car park at Derby and then working alongside the contractors who helped get the main manhole up for us to get the job sorted! Mugs of tea via Karen, photograph below!'



Matthew Lynn Rose has nominated **Olivia Cotterill** and **Isabel Walton**

'I asked the ladies to try and arrange for a third of the main fridge at Robin Hood House to be cleaned, as we are quieter than we have been for a while. Within an hour it was empty and both girls were physically inside with everything removed, hoovering, mopping, scrubbing and cleaning. Well done both.'

Pete Clarson has nominated **Pete Jeffrey**

'Please can I nominate Pete for Best Practise? Pete always works hard but these last few weeks have been particularly tough for him with vaults to build back to back away from Nottingham. He has started early, finished late and worked at the weekend to ensure the families get exactly what they want. It was lovely to receive this feedback from another funeral director. "Hi Guys, Just wanted to drop you a line to thank you for the fantastic service you gave to us last Friday. It's no surprise why you guys have such a wonderful reputation throughout the country and throughout our profession. Many thanks once again".'

Pete Clarson has also nominated **Luke Ingham, Gary Seymour and Reid McCutcheon**

'I would also like to nominate Luke, Gazza and Reid who assisted Pete in ensuring the above vaults were executed to such a high standard'.

*****The winner is*****

Adam Jessop



Congratulations to Courtney and Adam on the safe arrival of their beautiful daughter Nirvana Emery Harvey-Giddy. Nivana was born on the 26th May 2021 at 8:38am weighing 6lb 3oz.

