



*The Family Funeral Service*®

# Staff Newsletter

May 2021

## Half Crown House, Stapleford.

The official move from Parker House around the corner to Half Crown House took place on Monday 19th April, with the first chapel visit taking place on Sunday 18th.

The new building is a vast improvement on the facilities offered to the bereaved of Stapleford and Tracey has commented to say it will take some time to get use to all the space!

With the current circumstances an open day has not been planned, but we are hoping to mark the move at some point in the future.



### Five, 15 and 25 year service badges unveiled

Dominic approached Matthew with an idea for badges to depict the wearers length of service. Following discussions with Badgemaster, three designs were put into production and will be launched in the next few weeks.

For 25 years of service there will be a gold pin lapel badge, 15 years is silver and five years bronze. The badge should be work on the suit lapel. The roll of honour can be found on Page Two.



*'Our family serving your family since 1907'*

# Service Badge Roll of Honour

## 25 Year Service

Michael (Mick) Pooley (1984)  
Anthony (Tony) Knowles (1985)  
Barbara Williamson (1988)  
Teresa Spencer (1991)  
Matthew (Matt) Winman (1993)  
Ralph Nixon (1994)  
David Hills (1994)  
Catherine Broome (1995)  
Julia Carty (1995)

**Total number of holders**

*9*

**Total number of years**

*270*

**Average number of years per holder**

*30 years*

## 15 Year Service

Lorraine Saxton (1998)  
Ian Witham (1998)  
Jane Keetley (1999)  
James (Jim) Stead (2000)  
Ben J. Percival (2001)  
Michael (Mick) Schofield (2001)  
Jonathan W. Baker (2001)  
Russell (Russ) Kemp (2002)  
Brian York (2002)  
Dean (Spud) Spencer (2002)  
Louise Cook (2003)  
Nita Ashbury (2003)  
Kevin Hall (2003)  
Andy Askew (2004)  
Andrew Johnson (2005)

**Total number of holders**

*15*

**Total number of years**

*291*

**Average number of years per holder**

*19 years 5 months*

## 5 Year Service

Carolyn Wright (2007)  
Kerry Bishop (2007)  
David Powell (2008)  
Tracey Sweeting-Rowe (2009)  
Mark Chapman (2009)  
Dominic T. Lister (2009)  
Christopher (Chris) Twells (2009)  
Stacey Burman (2009)  
Donna Conroy (2009)  
Joyce Farrell (2009)  
Sharon Allen (2009)  
Fiona Hall (2010)  
Beryl Spencer (2010)  
Alan Smith (2010)  
Kim Nichols (2010)  
Robert (Rob) Lippitt (2010)  
Richard J. Marshall (2010)  
Wayne Lambord (2011)  
Jane Turner (2011)  
Peter (Pete) Jeffrey (2011)  
Colum J. O'Shea (2011)  
Stuart Stemp (2011)  
Nigel Dolman (2011)  
Keira Morrison (2012)  
Nicholas (Mark) Ridout (2013)  
Joanne (Jo) Lee (2013)  
Gary Cooke (2013)  
Paul Ferrie (2013)  
Wendy Walker (2013)  
Jacqueline (Jackie) Potter (2014)  
Deanna Dale (2015)  
Frank Don (2015)  
Anne Cooke (2015)  
Caroline Morgan (2015)  
Elaine Roots (2015)  
Daniel (Dan) Barnes (2016)  
Ian Richardson (2016)  
Neville (Nev) Carridice (2016)

**Total number of holders**

*38*

**Total number of years**

*358*

**Average number of years per holder**

*9 years 5 months*

**Celebrant Michael Elliott who helps us in the Mansfield area is also a novelist!  
His debut book can be pre-ordered in Paperback with the Kindle version coming soon.  
Here is a brief synopsis of his novel...**

## **The Wrong Man**

Frank is at the top of his game. He has grown through the ranks of the criminal underworld and is now at the top table. Frank has earned his place there, from the local pubs & clubs' doors in the '70s, to be the undisputed king of the East Midlands and South Yorkshire. He runs his criminal empire from Mansfield and Nottingham.

Frank is old school, a man of honour in that world, a man who, if he shakes your hand on a deal, then it's set in stone. He is the man who controls all organised crime in this part of the UK, but he has an Achilles heel... his two sons, his twins..... His favourite and natural heir, Daniel, the one who is a chip off the old block, the one everyone says is just like Frank. Then there's Richie, the one who is always in Daniel's shadow, the one who everyone says just hasn't got what it takes, the one Frank despises and blames for the death of their mother. Frank's one true love, Renee, who died in childbirth.



There can only be one heir to Frank, only one who can take over at the top. Frank does not see any of it coming, but it comes. Frank has no idea who is responsible, but he has to face up to the truth. He has to face his demons and look at himself for once, and just maybe, Frank is the one who is ultimately responsible - responsible for it being the wrong man.

For more information please visit:

<https://www.facebook.com/M-J-Elliott-Author-108712867937844>

or [www.mjelliottauthor.co.uk](http://www.mjelliottauthor.co.uk)



*The U10's Nottingham Forest Girls Team, sponsored by the company continue to play well. It was lovely to see them play on 18th April and the parents and coaches were so grateful of the sponsorship.*

*The girls are having a great season, so far they have played nine, winning seven and losing two.*

*This action shot of Indy and the team photograph were taken the previous week, when the girls scored eight goals against Keyworth United.*

# Client comments collected during March 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](http://www.funeralguide.co.uk/funeral-directors)  
and  
[www.facebook.com/pg/awlymn/reviews/](https://www.facebook.com/pg/awlymn/reviews/)

## Drivers

Excellent – 138

Good – 16

Satisfactory – 1

## City Flowers

Excellent – 77

Good – 11

Satisfactory – 4

## **Arnold**

Call on the morning of the funeral to go through the arrangements. ES/RK  
The provision of the vase for the grave, engraved with the deceased name. Nice touch! ES/NLR

The patience, understanding for needs & feelings & the support of sympathy on the day of the funeral. ES/NLR

Funeral director & pall bearers very good. Celebrant – excellent. RK/NMR

Thought Beryl & Emma were very understanding & helpful, also the driver in the second car on the day. ES/RK

Everything we asked for was done – nothing was any trouble. JF/RK

Advise on order of service, coffin choice. Very friendly, understanding, nothing too much trouble. DD/NMR

The funeral director on the day of the funeral was very pleasant and sympathetic (Paul). ES/PCR

The overall sensitivity – we felt confident that the service would be good. ES/RK

Everything was done professionally with respect and care. DD/RK

Emma most helpful & supportive, likewise Russell on the day of funeral. ES/RK

They were very respectful. EN/RK

They were kind, respectful, patient & very professional especially Russell, Emma & Beryl. ES/RK

Preparation of the deceased. ES/RK

The manner they conducted themselves – friendly helpful. RK/RK

I was particularly grateful for the interest and suggestions given when I was trying to personalise the order of service. ES/NLR

*Emma, Rachel and all the staff at A.W. Lymn, Thank you so much for a beautiful service today. Although I was watching by webcast it was very emotional and such a fitting tribute. Thank for organising everything, Emma, and to you, Rachel, for a truly lovely eulogy.*

## **Aspley**

The respect. DD/RK

Very comforting and eased so much anxiety after our first funeral\* was cancelled. JF/JRC *\*not AWL*

*I would like to thank everyone for their help in arranging the funeral. The professionalism of the company is outstanding. My special thanks go to Joyce who advice was outstanding, and had to overcome some difficult conversations with the family. During the arrangements she was always at the end of the phone to listen to me and help in anyway. On the day, Matthew and his staff were impeccable. I couldn't have asked for anymore. They forgot nothing. The deceased would have been proud. Thank you once again and I would certainly recommend your company.*

## **Beeston**

Very personal service which encouraged people to participate. GB/LJC

The funeral car chauffer's were extremely considerate as they turned around cars on a very icy day, as were facing wrong way. Very considerate when billing customer as left good time lapse – sympathetic. DMC/MS

Friendly but very professional. He commented on the lovely service and tribute to Diana. GB/RK

The patience, friendliness and understanding of Donna and Georgia in particular. GB/DMC

*To Everyone at Lymns, Thank you for giving our darling Mum such a lovely sweet send off. At such a painful sad time you were so brilliant.*

## **Bingham**

Caring way they treated me. DTL/DTL

Just very good service. DTL/DTL

*Dear Dominic, I just wanted to thank you for all your kind and sensitive help in arranging my brother's funeral on Thursday. You were very reassuring at a most stressful time, and my family and I all thought it*

went very smoothly. The Celebrant Malcolm conducted the service so well and I think my brother would have approved of the choices we made.

### **Bulwell**

The friendly reception at the sad time. KLN/TK

### **Carlton**

They went above & beyond to take care of the deceased in our absence. Absolutely amazing service in difficult times. MJC/NMR

The whole service was excellent, no problems. MJC/MJC

Friendly staff, made you feel comfortable & welcome. NMR/NMR

The helpfulness & care of staff I felt my dad was really looked after, the just giving page, the webcast & copy on USB. MJC/NMR

Flowers being arranged and collection of my husbands cremated remains. MJC/NMR

The service – staff always had time, very courteous. MJC/NMR

Both Marks' were caring and conscientious & made us all feel calm in a difficult situation. MJC/NMR

Chinese people have strange ritual something I knew nothing about but A.W. Lymn were experienced about this and guided me. MJC/NMR

Very professional & helpful before and on the day of the funeral. NJC/NMR

*Hi Mark, I just wanted to express my thanks and extend thanks from my Mum and the rest of the family for everything that you have done in regards to my Step-dad's funeral that took place yesterday. The service was lovely and we were able to give Mike the send off he deserved. You have been a huge support to us during such a sad and difficult time and we really appreciate everything you have done. Please also pass on thanks to the other Mark and Julia as well as the drivers. The celebrant you chose, Andy, was just perfect and*

*I have contacted him separately to thank him for yesterday.*

*Dear Mark, On behalf of the family, will you please accept our thanks for the manner in which you and your colleagues have supported us in organising the Funeral and Memorial of our late Aunt. This week we have received from your colleague, Mary Haynes, a photocopy of the actual new Gulston plaque, in place at the Burton Joyce Cemetery for my Aunt and Uncle. Please thank Mary for her invoice which was associated showing payment in full. Throughout our involvement with you in making all the necessary arrangements, your sensitive and professional approach made the reuniting of Aunty with Uncle less stressful. Your advice and willingness to help on some of the complex issues surrounding the internment at Burton Joyce Cemetery was very much appreciated. Thank you again for taking the time in making this emotional part of our family very personal for us.*

### **Clifton**

So professional & caring at all times. Would only use A. W. Lymn Ltd. JMW/JMW

Felt the care and concern was genuine & therefore the support was in valuable, went beyond during the Covid pandemic – everyone was immaculate. JMW/JMW

Friendly, welcoming, clear, accommodating, dealt professionally with a traffic incident (roadside car fire) on route. JMW/JMW

*Dear Matthew, I wanted to write and let you know about the amazingly kind and thoughtful support I have received from a member of your team. Joanna Widdowson of the Clifton Branch not only expertly guided me through one of the most difficult and lonely experiences of my life but the level of compassion she displayed has still left me astonished. I live in London and although my trips to Nottingham are not infrequent they have, following the death of*

*my father, been extremely painful. Sensing this, Joanna offered to make a special visit into the office to allow me to collect my father's ashes on Easter Sunday when she knew I was travelling further north to visit my in laws. Generously giving up her free time at any time would be wonderful but on a day which for many is a truly special family day, I find remarkably selfless. Forever grateful for the wonderfully compassionate service I received.*

### **Cotmanhay**

We were guided through the process, not only professionally, but also with care and compassion. The staff never knew my mum but organised and conducted her funeral as if they did. MNI/MS

Very caring attitude nothing was too much trouble. MNI/JRC

Funeral arrangement from start to finish were first class. Michelle was brilliant, did mum proud. MNI/K

Quality of service & product of Order of Service. MNI/MS

*To Michelle and everyone at Lymns, thank you so much for all your support at such a difficult time for us. Your care, concern and professionalism made such a difference and was hugely appreciated.*

### **Derby**

I thought the range of items and costings was well presented – so you could select items you wanted & Karen was very helpful with any queries we had. I was very grateful at how prompt the collection of the body was and the staff who care were lovely. KK/KH

Useful advice on words of committal. KK/KH

Friendly attitude of staff and them acting as a single point of contact for all the detailed arrangements. KK/KH

### **Hucknall**

Every contact was dealt with in a very caring & considerate manner nothing was too much trouble. CAB/TK

The personal contact with Catherine Broome in these very difficult times was excellent – she made making arrangements so easy. CAB/CAB

From 1st contact everyone had a warm comforting concerned approach. Not “jokey” but not morbid either – 1st class. CM/CAB

Very professional and empathetic, could not fault it. CM/TK

Lovely, helpful service same lady dealing with us from start to finish Hucknall office, so appreciated. CAB/CAB

### **Ilkeston**

Lovely staff and cars. NAA/KH

Tracey Mathews she touched all our hearts, we shall never forget her kindness & compassion. NAA/MS NLR being a bouncer. JRC/NLR

Their gentle demeanour in my time of grief. NAA/MS

### **Littleover**

Being able to arrange a date for the funeral even when waiting for crem forms etc. was the most helpful of all for my father – thank you. Also being kept up to date with arrangement process throughout and Mark Chapman’s support on the day was excellent & reassuring. DB/MC

Attention and support at all levels. DB/MC

Arranging the webcast. DB/MC

### **Long Eaton**

Very kind, patient service, helpful advice offered at every stage. TAR/LJC

Tina Roberts explained everything in detail arrangements, price order of service and was very kind and understanding put our minds at ease. TAR/LJC

Very nice towards severely disabled stepson. TAR/KH

They gave us a contact for a Hindu priest & Tina offered to call registrars when there has a minor complication.

Tina was very good from start to finish – her manner & service were excellent. TAR/JRC

All the staff we had dealings with were professional and very helpful. TAR/KH

### **Mansfield**

Tina was exceptional her customer service was outstanding lovely person. CM/DCC

Attention to detail (Jonathan Baker and Richard Marshall) DD/JWB

Presenting wife with a rose from the floral display, and the courtesy shown on the day. DCC/DCC

Staff are very respectful and courteous. TC/AA

The personal attention I received. TC/JWB

### **Mansfield Woodhouse**

The kind caring services that Stacey Burman gave us at the beginning of our journey and the chauffeur, officiant and pallbearers were excellent the cars were immaculate too. SB/AA

All our personal requests were met. SB/JWB

My mother didn’t want a service or any fuss whatsoever Jonathan at Mansfield Woodhouse branch, allowed us to create our own little service, which we held in the chapel there and it worked out wonderfully well. Once again my brother & I would like to thank him so much, he couldn’t have been more helpful. JWB/JWB

Very professional all round. SB/JWB Everything was handled well, the whole service was excellent. My mum was presented well and treated with respect. SB/AA

Excellent attention to detail. KLH/JWB

The rose petals at burial (to scatter) WEW/AA

The celebrant Mr Michael Elliott JWB/AA

I liked the way the funeral director walked in front of the hearse, & also how the pall bearers bowed to the coffin. WEW/DCC

Mr Jonathan Baker is a consummate

professional. A credit to his company. JWB/JWB

They were great again as they was for my mother not too long ago. JWB/JWB

### **Nottingham**

Forget Me Nots card a nice touch and keepsake ring binder folder also a nice personal touch. KDB/KDB

The care & respect that they showed to my wife. They are true professionals & look after everything. MR/KDB Keeping in contact with me and my family by telephone. PCR/PCR

*Dear Jackie, Thank you very much for everything that you and your team at Lymns have done for us in arranging and undertaking her funeral. I especially appreciated the quiet and dignified way you and your team worked on the day of the funeral. I am very grateful for your co-ordination with RAF Association to enable the RAF drape to be placed on her coffin.*

### **Ollerton**

Friendly & Compassionate respectful of Pat & family, dignity. CJO/CJO Colum O’Shea was at all times quiet, calm & dignified – exactly the right attitude for the family after a sudden death. CJO/CJO

Service very professional. CJO/CJO Funeral director walking in front of first car, excellent communication & care throughout. CJO/CJO

### **Osmaston**

The help with the British legion representative for my Dad. MC/MC

### **Radcliffe on Trent**

The warmth of the conversations that I had with funeral director. Her ability to remember me and important facts. JK/JK

The funeral directors were very professional in the way the arrangements was made but they had great sympathy for me and my family at such a sad time and I found it very comforting. JK/JK

*Dear Jane, Emma & the rest of the team, A very big Thank You to you all for the support, care, patience and the extra mile you have given us during the organisation of the funeral for our little sister. In particular, you guided me every step of the way enabling me to put into play her wishes for her funeral. Nothing was too much for you and for that I must also convey a very individual thanks. We gave our sister a perfect day, a fitting tribute which was simply beautiful in every sense of the word. I have watched the service again and again on Watch Again and I will continue to do so as it provides me with a great source of comfort knowing what a wonderful day we jointly planned for her.*

### **Rainworth**

David & Denise were very friendly. DM/DCC

Respectful considerate and compassionate. DCC/DCC

The friendliness and caring nature of the staff. DM/AA

*Hi Denise & David, Just a short note to thank you, David and your team for organising my Dads funeral last Wednesday. The proceeding was faultless and although a sad day for us all, your excellent planning and the event itself went better than we could have hoped. Dad would have been especially pleased, that having spent most of his life in the Motor Trade, that you arranged for his last journey to be in a Rolls Royce!!!*

### **Ruddington**

They were very caring & guided us through every aspect. Everything went like clockwork at such an emotional time. TLS/TLS

The gentle manner of Teresa Spencer TLS/TLS

The personal touch, Teresa made the whole process more bearable, so I was very grateful. Thank you. TLS/TLS

Very respectful and sensitive. TLS/TLS

I was unwell and Teresa, especially, was very supportive. TLS/TLS

At the funeral, I appreciated how the funeral director and celebrant kept me informed. EPM/KDB

### **Shirebrook**

Jackie Potter (Shirebrook) was understanding & knew exactly what I wanted for my son! She went above & beyond even with Covid still managed to give 100% service + ensuring my son got the very best. JP/AA

### **Spondon**

It was all very difficult under Covid 19 restrictions, excellent & thoughtful throughout. FH/KH

Always being the same person to talk to and Fiona's manner. FH/KH

Fiona couldn't have done more to help me through the arrangements. FH/MS

### **Stapleford**

Always had time to talk me through queries. TSR/LJC

Kindness & Time given by Tracey Sweeting-Rowe. TSR/LJC

Very nice helpful lady, nothing too much trouble, even picked up and dropped things off at my house. TSR/MS

### **West Bridgford**

All excellent. CKG/NMR

The services were efficient but not intrusive. CKG/RK

Initial contact on the day. CKG/JK

Everything. AMB/AMB

Gave good advice in general. AMB/AMB

### **Wollaton**

The staff were all prefect, polite gave me time and explained in a clear & concise way. KNC/NLR

Very professional and considerate. JRC/JRC

The funeral director Kirby was amazing and also Malcolm the minister. KNC/KNC

Nothing was too much trouble. The funeral director was always extremely solicitous and concerned about me and my feelings. KNC/KNC

Completely professional, very thoughtful king & caring amazingly helpful, so grateful to Kirby. KNC/KNC

Sensitive handling of details; ability to respond to changes of mind in calm manner. KNC/KNC

*Thank you for your services leading up to and on the day of the funeral, I did feel very reassured by you and your colleagues with the level of service you provided and the attention to detail, which was a great help enabling me to give her the send off I wanted for her.*

### **The Craftsmen in Stone**

*Dear Sharon and Mary, Thank you for your kind support during our most difficult time, the passing of my dear husband and sister.*

*Omg Sharon absolutely beautiful thank you so much for everything you & your colleges have done xx*

*Please also see Carlton.*

### **Civil Celebrants**

*Richard Marshall of A.W. Lymn was an excellent civil celebrant who led the Order of Service at my late father's funeral. He was professional, compassionate, and clearly took pride in ensuring that our family's wishes and sentiments were accurately expressed during the funeral ceremony. He also has an excellent religious knowledge, should this be something you want to include in your funeral. Previously a Funeral Director for many years, Richard is well placed to understand the whole funeral process and the importance of the Order of Service on the day. We would highly recommend him.*

### **Could Do Better**

The extravagant brochure not needed – costly.

Live streaming didn't work and was extremely upsetting, spoilt the service for me.



## Tributes to His Royal Highness The Prince Philip, Duke of Edinburgh

It was lovely to see how different funeral homes displayed their tribute to The Prince during the eight days of national mourning.

*From left: Nottingham, Clifton and Ollerton*



## Those behind the scenes that have kept us running through the pandemic

For the next few months, we will be looking at the unsung heroes of our family company, who have been working away in the background, through the pandemic, to look after the clients we serve.

Olivia from the Mortuary has put together the following article.

### *The Mortuary*

*“Myself and Ralph have found the past six or so months the busiest we have ever experienced due the pandemic. There has been some very testing times but we have gotten through it as a team (including the Coffin Shop), and we are now hopefully beginning to come out of the other side.*

*If this time has shown us anything, it is that team work is one of the most important asset to have in this department!”*



## Welcome to...



### Luke Ingham

After leaving 'Ernest Smith the Craftmen in Stone' (which was later re-branded to A.W. Lynn) in 2011, Luke spent nine years at Wilford Hill, when he left in 2020 he was the Crematorium and Memorial Manager. A brief spell at Gedling Crematorium followed and he is now back in the newly created Memorial and Cemetery Project Manager role.

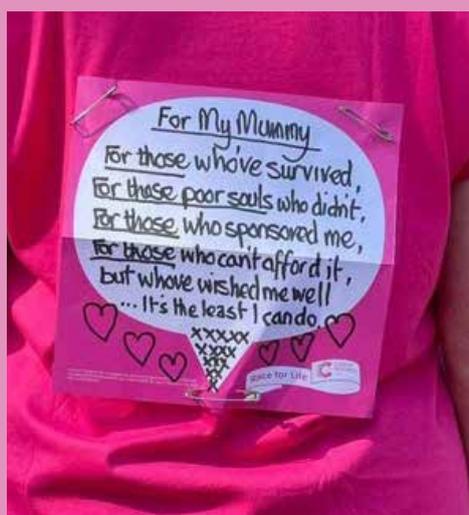
Luke lives with his wife Emma and two children, Freya and Oliver.



### Danny Doherty

A funeral director of 29 years, Danny is due to start in the Nottingham Funeral home in six weeks time, after an induction with the Robin Hood House driving staff.

He lives with fellow funeral director (and embalmer) Kerry, who he met whilst working for Lincolnshire Co-operative Funeral Service and their six year old daughter - Bethan. Danny has two older children, Jade and Ashley and is a grandfather to Delilah and George.



Wendy was pleased to be able to complete the 5k Race for Life at Home to raise money for Cancer Research, a cause close to her heart.

If you would like to sponsor her, the details are below:  
<https://www.facebook.com/donate/776486859924254/3831392646977197/>

## Welcome back...



The doves have finally been allowed to take to the skies again after a five-month lockdown of their own.

The strict 'stay-in-the-dovecote' rules were introduced for poultry and captive birds across Great Britain in December to limit the risk of avian influenza spreading to other birds and humans after an outbreak was declared.

On the 31st of March, we were able to receive orders for our in-house dove service again after the success of the measurements meant no new significant cases were recorded.

Nigel said: "I am delighted our feathered friends can take to the sky again after many months of lockdown. We made sure we were vigilant and followed the restrictions carefully to avoid causing the disease to spread, especially as we also have other poultry at home."

# Thank you gifts...



Kim was sent this lovely card and pin badge from Graphic Services.



Nikki Brown (former Stone Mason and Lorraine's daughter) is opening a cake shop in Arnold on 17th May (just off High Street). She brought some Brownies into head office to test, and they were amazing. She is hoping to offer funeral packages soon!

As soon as the shop is open we will update you!



These gorgeous A.W. Lymn branded balloons were sent as a thank you from Opal Occasions to Jackie, Kirby and Kim.

For more information please see their Facebook page @opaloccasionsnottingham



Barbara was pleased to welcome Will from Trent Vineyard church who kindly delivered four boxes of chocolates and a note to key workers!



# From the Archive...

15 years since a fire at Clifton

## Fire above Clifton office

Our Clifton office has had extensive water damage from a fire above its premises on Sunday May 7<sup>th</sup>.



The fire damage to the two top flats



Boarded up window and door of flat

As can be seen from the photographs the damage to the flats above the office is extensive.

Although Clifton office was not directly affected by the fire, extensive water damage from water pouring through the ceiling has affected nearly every room - apart from the Chapel of Rest, which has now become the storage room.

Chris Bradley who runs and is the Funeral Director for Clifton has had the unenviable job of mopping up and trying to rescue sodden files.

Our on call team for that week end were Glenn and Carolyn, who only one hour before the suspected time of the fire, dropped a deceased off at the branch. Luckily the fridge was unharmed, and the deceased were not affected.



Condensation seeping down the front window of Clifton office.

Above Clifton office are two flats which were both gutted by the fire. Teresa got the first call to the premises during the night when the fire alarms went off.

Nigel is watched by Penny handing over the reins in 2006.

### Nigel Hands over his Presidency

At the Annual Conference of the National Association of Funeral Directors, Mr Nigel Lymn Rose handed over his year in office to the new National President Mr Gerard Boyle.



In 2011....

*Following her promotion in January, Donna has conducted her first funeral and has driven a limousine.*



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

**Matthew Lymn Rose** would like to nominate **Dan Barnes**.

'Dan suggested a guide for new starters would be useful and despite the busyness of the past couple of months he has managed to create 30 plus pages of guidance from various sources to try and assist new staff when they start with us.'

**Emma Percival** would like to nominate **Kevin Browne**.

'At the funeral of her mother, a seven year-old girl was wearing a brooch that her mother had given her just before she died. After the committal at the crematorium, the daughter realised the brooch was missing and was devastated to the point of being inconsolable. Kevin, the team and the family searched the Crematorium, church and cars, but could not find it and the family resigned themselves to it being lost. After work Kevin went back to the church with a torch and 'hunted' through the leaves, although not expecting success, he found it amongst leaves in the gutter and was delighted to send to the family, recorded delivery, to hand to the daughter. A very happy result from a distressing situation for a young girl.' *\*please see message from the family below.*

*\*Hello Kevin, that is So very much appreciated, thank you again for your extreme kindness, you clearly go above and beyond. My whole experience with AW Lymn from the very beginning has been nothing short of amazing.*

**Charis Bull** would like to nominate **Sharon Allen** and **Mary Hayes**.

'I would like to nominate Sharon and Mary for how they have looked after me during my time in Sheriff House. I know how hard they are working and how much pressure they are under but they went out of their way to make sure I was learning what I needed to know and kept me busy with lots of interesting tasks. I could not have asked for two better and nicer people to have worked with.'

**Matthew Lymn Rose** would like to nominate **Joe Parton** and **Ethan Hickey**.

'I'd like to nominate Joe and Ethan. They were sent to repair and paint two benches in Newmarket (after fixing a big headstone in Cambridge) and still did a thorough and impressive job given it is not their normal role'.



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

## Dan Barnes



*Some work colleagues go to the pub on a Friday night, this group wash their cars....*

