

# EMCC cooks up tasty partnership

Staff at the East Midlands Conference Centre have cooked up a tasty partnership with the prestigious Hilton Park Lane.

In a bid to give the EMCC service extra sparkle, the conference and banqueting team has invited leading industry specialists to take part in its latest quality review.

Hilton Park Lane director of banqueting David Irving spent a day shadowing EMCC front of house manager Michael Wilcockson in a 'no secrets' review and plans are now in the pipeline for EMCC chefs to visit London and to work in the Hilton kitchens.

"Regular quality reviews provide us with an opportunity to make improvements and changes which we feel will offer added value to our customers," said conference manager Malcolm Youngson.

"We were delighted when the Hilton Park Lane agreed to share their expertise



● **Malcolm Youngson, Conference Manager at the EMCC**

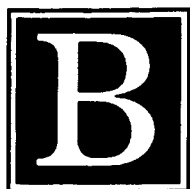
with us by providing an outsider's opinion on our conference and banqueting

## *Top London hotel shares tricks of the trade*

operations. The feedback received so far has proved extremely useful."

He said that as Investors in People, the EMCC was committed to developing its staff in line with the objectives of the business and the Hilton Park Lane partnership provided everyone with an opportunity to review both their operation and ways of working.

"In an extremely competitive business it is vital that we do everything we can to ensure total customer satisfaction," he added.



## **Blackwell's Bookshops in Nottingham**

### **Blackwell's University Bookshop**

Open Monday - Friday: 9.00 am - 5.30 pm,  
Saturday : 10.00 am - 2.00 pm in term

### **Blackwell's Medical Bookshop**

A Floor, Queen's Medical Centre  
Open Monday - Friday: 9.00 am - 5.30 pm

### **Blackwell's Arts Centre Bookshop**

Open Monday -Saturday: 11.00 am - 5.00 pm

### **Blackwell's University Bookshop**

Sutton Bonington Campus  
Open Monday, Tuesday, Thursday and Friday

## **Courtyard update**

An end is in sight to the extensive work being carried out on the Trent Building. Estates staff have promised.

It has been a long hot summer of noise, dirt and scaffolding for staff who work in the building, but the courtyard and refurbished main entrance will re-open to through-traffic on Monday November 3.

The programme of refurbishment has included cleaning the stone facade of the listed building, relaying and replanting the courtyard and improving disabled access.

However, the project ran into problems part-way through when the stone supplier hit a bad seam and could no longer guarantee the consistency of the stone. Another supplier had to be found quickly and work phased to coincide with supply.

"We can only apologise to those who have been affected by work both inside and outside the Trent

Building — we have done our best to bring the project back on track as quickly as possible," said Director of Estate Management Chris Jagger.

"It has been a particularly sensitive project because Trent is a listed building and we had to ensure that all work was carried out sympathetically. However, we have researched what the original 1920s layout of the courtyard would have been and the new planting and turfing scheme brings us closer to those plans — I'm confident that the result will be worth the wait."

The service road at the rear of the building will be closed for two or three weeks from November 17 to allow workmen to complete cleaning of the final elevation, but diversions and traffic flow arrangements will be made (see next **NewsLetter**).

Any other remaining work will involve only short periods of closure outside normal working hours.

All public and inaugural lectures will in future be advertised on the back page of **NewsLetter** in the "What's On" section.

The aim is to promote the lectures to a wider circulation, therefore the customary public and inaugural lecture card will no longer be published.