

Excellence Awards

Finalists – August, September, October 2025



Above & Beyond

Lucy van der Hulst (People & Culture) – I think she deserves the Above and Beyond award, coming in on a Sunday to work a housekeeping shift when she already has so much of her own work to complete, and working all hours of the day, almost always with a smile on her face. She is a real asset to Millbrook.

/ **Lucy:** Over the past six weeks, Lucy has truly exemplified what it means to go above and beyond. With 2/5 of the P&C team on annual leave or having departed, Lucy stepped in without hesitation, taking on multiple roles and responsibilities simultaneously. She has managed an exceptionally heavy workload with professionalism, grace, and unwavering dedication. Lucy has put in extra hours, late nights, come in on weekends, willingly taken ownership of complex tasks, and never shied away from challenges outside her usual scope. Her ability to adapt, multitask, and maintain high standards has made her an invaluable member of the team. Lucy's commitment and reliability have not only kept operations running smoothly but have also earned her the respect and trust of her colleagues and managers alike. Her efforts over these past weeks perfectly embody the spirit of the "Above & Beyond" award, and she is more than deserving of this recognition.

Melissa Cosslett (Front Office) – She is always keen to work on days off and help out when needed. She is so caring and really puts in the effort, even when it is not required of her.

/ **Melissa:** Despite having been with the front office team for less than 4 months, and on her internship from QRC, Melissa has shown incredible growth in her role and has quickly become someone the Duty Mangers can rely upon. Melissa has been thrown in at the deep end many times, notably dealing with guest facility complaints over the past few months, but has taken it all in her stride, and uses each complaint as a learning experience. Her confidence has grown tremendously in the workspace and she is a loved member of the team for her infectious giggle and very happy, 'can-do' positive attitude!

Michelle Batchelor (Health & Fitness) – I believe the success of the Gym Refurbishment should speak for itself when highlighting why Michelle should receive recognition for going Above and Beyond. She was not only overseeing the process of creating a space that is absolutely gorgeous but ensured that the gym was fit for purpose and kept the members at the forefront of her mind when making decisions throughout the development. Michelle is always the first to get her hands dirty, from independently moving (heavy) machines to ensure they're sitting perfectly, to jet washing poolside and even shoveling the unexpected snow this week from the bridge, stairs, and pathways around the Spa/Gym areas. Her work ethic is inspiring, and she sets an excellent example for her teams in both the Spa and H&F.

/ **Michelle** has taken the Health and Fitness refurbishment in her stride and has absolutely smashed it! She took the opportunity to really think, what *more* can be done to ensure this is a

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5 star space. From the physical space, to the systems implemented, she has worked tirelessly to be across it all. Well done!

Investing in the Future

Anna Anderson (Health & Fitness) – As the only Health & Fitness Team member to be on site throughout the whole Gym Refurbishment, she was not only Michelle's right hand (wo)man but also took on the responsibility of becoming the TechnoGym x Millbrook App developer and trainer. She worked endlessly to ensure that the final App was exactly what our members need/want and was able to train the rest of our team to be able to assist the member with downloading/setting up profiles/answering FAQ's. Anna is always a pleasure work with, even when clocking up many hours overtime, and makes the members feel comfortable and confident with the new equipment, technology and systems (they're usually very hesitant and unaccepting of change!).

/ **Anna:** During the refurbishment of the Health & Fitness Centre, Anna has gone above and beyond in leading the Technogym app project. She dedicated countless hours to training, collaborated with the IT team, and researched comparable facilities to ensure we delivered the best experience for our members. Anna played a key role in the design and development process, coordinated effectively with contractors, and provided hands on training to team members. She supported members with app setup and troubleshooting during the reopening, ensuring a smooth transition for everyone involved. Anna's proactive approach, reliability, and positive attitude make her an invaluable member of the team. She is always willing to help wherever needed and consistently builds strong, supportive relationships with everyone she works with.

/ **Anna:** All staff involved in the gym refurbishment worked hard and did a great job it looks and feels amazing - well done to you all, but Anna's efforts truly stood out. She deserves recognition for her work in setting up and configuring the Technogym App for staff, PTs, guest/members and classes etc etc. Anna is a huge asset to the team. Thank you.

Jack Brown (Front Office) – Since I started at Millbrook I have seen and learnt lots through Jack. He naturally and effortlessly invests in the team himself and Millbrook as a whole. He is confident and clever in new ideas which make daily tasks smoother and he's not afraid to share them within our team and the wider Millbrook community!!

Vika Tadu (Housekeeping) – for her work training team members. She has committed to making a training video for new starters and she always prioritises training, helping to build a great team.

Collaboration & Support

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Amy Everton (MICE) – I'd like to nominate Amy Everton for her collaboration and support in preparation for the Procurement Workshop. On top of the normal workload Amy helped in getting everything organised to make the workshop was a breeze. Hustling catering requirements, getting guest numbers, dietaries and most importantly, making sure we had cocktail glasses for the drinks at the end. Thanks for being a team player when nothing seems to be an issue.

Charlie Stealson (Maintenance) – Charlie has been fantastic in her communication to the operational teams. She takes the time to explain the work that will happen and highlight any potential disruptions for our review. It has been great to collaborate more with her, and get those Deluxe Studios finally repainted. Thank you and keep it up, we appreciate you.

Jessica Geaney (Front Office) – Always bring such positive vibes to the team. Any shift with her is a good one and I can say that on behalf of everyone on our team!