

2011  
**SHOWCASE**  
& AWARDS

# PLUMPTON RACECOURSE

## Operational Excellence

Turf Talk and Staff Engagement Programme

The introduction of a staff newsletter and other activity to involve all staff working at Plumpton with the success of the business



# Objectives

- Improve engagement and involvement of everyone working at Plumpton, whether permanent or casual, contracted or directly employed, to deliver excellence in customer service and contribute to business success
- Achieve Investors in People accreditation, using the process to emphasize to staff how important they are to Plumpton's business
- Ensure staff are better informed about the business, confident to take responsibility, and empowered to best carry out their roles



# Delivery

- Investors in People used as the framework to formulate a Staff Training and Development plan
- Introduction of a regular staff newsletter, circulated 3 x a season in September, December, March to all staff including the tote and contracted caterers
- Involvement of staff in the newsletter through input with copy from a member of the casual staff team, and Meet The Team features
- Introduction of an annual staff survey to measure staff satisfaction levels and identify areas of improvement
- Introduction of an annual face to face review for casual staff to get direct feedback
- Raceday staff have also been working towards the NVQ level 2 qualification in Spectator Safety with Plumpton's support.



# Results/Anticipated Results

- Successful attainment of Investors in People accreditation
- Acknowledgment by IIP of how effective Plumpton is at engaging with raceday casual staff . Their assessment report included the following comments:
  - “Real involvement and employee engagement, which includes casual staff engenders loyalty, pride and added value input”
  - “People identify themselves with the uniqueness of Plumpton and are proud of its success”
  - “The newsletter is rated highly and contribute to well informed permanent and casual staff”
- We have just circulated our second annual survey which will indicate whether the measures introduced have been successful in improving staff satisfaction levels
- Plumpton staff are being presented with their NVQs on 19<sup>th</sup> December
  - we have the oldest average age of any group previously assessed!

**Turf Talk**  
Issue 4 - September 2011

Welcome back to Plumpton  
Welcome back to Plumpton for the start of the new 2011/12 season, and we hope you have enjoyed the summer.

Plumpton Racecourse has been awarded the prestigious Investor in People standard which is a fantastic achievement for all the team. This award recognises our commitment to you to help deliver our vision, and to customers to continuously improve their experience.

It's been a busy time for us during the break with events most weekends. We have also completed our drainage works programme by great landscaping the area at the top of the Hill Lane picture beneath taken in June (showing the banks). The drainage programme has cost £130,000 over the last 10 years but has vastly improved our chances of racing if we have wet weather.

**What's coming up?**

- **Novocott Novices** – The Shireland Pure Breeding Stud takes place at 1.45pm, with first good betting on the track. The Charity Auction is being hosted by trainer Richard Phillips.
- **Christmas Racecard** on 13<sup>th</sup> December will include reminder and a special visit from Santa 'twice better to go!
- **Frost Covers** will be used again this winter to help improve our chances of racing if we have another cold winter.
- **The 50 Chesham Bonus scheme** is running again on 6 Novice Chase this winter with the £50,000 cash bonus shared between the owner, trainer and stable staff if their horse wins one of the 6 nominated races at Plumpton and then goes on to win a Chase at the Chesham Festival 2012. Tullamore Don (below) came closest last season to winning the bonus, when coming third at the Festival.

**What's New?**

**Novices** – Plumpton has installed an in house ticket printer for customer tickets (except Hospitality guests and Owners who will continue to have badges). This will enable us to be more flexible with issuing tickets on race days – no more wrongly dated badges!

**Going mobile** - We now have mobile credit card machines at 3 entrance areas.

**Plumpton goes pink!** Plumpton will be introducing new look visuals on the Big Screen this season. The colour theme will be pink on Ladies Day, reverting to Plumpton green for our regular meetings.

**Ladies Day**

Following feedback from a very successful day last year, there are a number of improvements for customers in 2011.

- **Novices Bar** – outside the Saxon Stand to relieve queues in the Paddock bar, with outdoor tables and chairs
- **Old and Glamour Marquee** - party at Plumpton!
- **Wider range of concessionary catering**, including baguettes and chips and dips.
- **Plumpton Henry** in the Ladies Bar, with a new food offering
- **More toilets and cleaning staff**

**Movers and Shakers**

Jon Powell, Financial Controller will be retiring at the end of September following 15 years of much valued service. Michael McInerney will be taking on the role having previously been FC at the Carlton Hotel in Galway City, and he worked at Galway Races on a part time basis assisting his father.

We wish all the very best to Martin Simons who has retired, and to Steve Walton who has moved to France. We were all very sorry to hear of the passing of Jim Simons, and offer our deepest condolences to his friends and family.

**Did you Know?**

In early July, Plumpton's most successful horse Manhattan Bay died at the age of 25. Manhattan Bay won fourteen times at Plumpton, 64 of his 88 races were here, and he never won anywhere else.

**Test Your Knowledge!**

Q. On the 9th February 2009, A P McCoy recorded his 3000th winner in the Beginners' chase at Plumpton. Who trained the horse and what was the horse's name?

A winner will be drawn from all entries on 18<sup>th</sup> October to win a Bottle of **Relaxation Champagne**. Email your answer to [info@plumptonraces.com](mailto:info@plumptonraces.com) or hand them in on the 17<sup>th</sup> October.

The answer to last 10 Quiz is P and the winner of the 10th of September was Peter King. The Grand Handicap is run over 10 Furlongs.

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**Meet the Team – Steve Tomlin**

<b>Job</b>	Health and Safety Officer
<b>Favourite TV Programme</b>	Only Fools and Horses
<b>Favourite Film</b>	One Flew Over the Cuckoo Nest
<b>Favourite Restaurant</b>	Jeremy's restaurant, Bude Mill
<b>Best thing about Plumpton Racecourse</b>	The atmosphere

