

Dear All,

At the time of writing, we are coming to the end of June, and very soon to be over halfway through the year. A fair bit has happened, so I wanted to just make sure you were all updated!

I must start with Celebrate Service! A massive thankyou to Sorina and Carina in all their hard work in the planning and delivery of what is the week I look forward to the most in the year. So much goes into this and as I have always said we always welcome ideas for what we can the next Celebrate Service week! Whilst the week itself is over I do know the staff party is still to come and hope everyone enjoys this!

Close behind has been the completion of the long-planned works to totally renovate 3D including all new equipment. Hopefully most of you have seen this, it looks fantastic and is a true transformation. Initial feedback has been great and a big thanks to Jamie and all his team in delivering this!

Other investment so far has seen the completion of the new Foot Golf and Disc Golf course, to add to the attractions at IPW. Again, comments have been brilliant, and the focus now is continuing the hard work Jamie and the team have put into this by marketing the site correctly to drive more and more visitors there!

As we approached June all air con has been checked and the necessary repairs completed. We all know whenever it gets very warm in the UK it's a bit of a nightmare and we have done all we can to head off any issues there!

We've rolled out a new menu, which has been shared across the county (due to our wellbeing / healthy section). It's always a balance in proving what our guests want!

Financially, whilst we still await the end of June to see the full half year picture, after 5 months we are 42k behind the budget in revenue but 91k back in cost, meaning we have spent twice as much to deliver half as much. Not great. To forecast we are 5k up in revenue but 50k back in profit. Both of these show that we are simply not controlling costs in the way we need to. That needs to improve over the remainder of the year.

Heartbeat, well at the time of writing our overall score is above 80, that's a great performance! Front office continues to smash this with all scores in the high 80's or 90's. Brilliant from all the team there!

Cleanliness as well continues to score well, Mirek and team – thank you.

What has been especially pleasing has been the improvements in some areas that traditionally haven't scored that well, as consistently. Both breakfast and dinner have seen some real highs, and both continue to score well.

Whilst every single score is important, for me our service is our strength and with a YTD score of over 90 that really is brilliant to see! Thank you.

I'll leave it there for now. Link below for the staff update website if you have not been able to access it via the QR codes dotted about.

<https://hicorby.com/staff-updates>