

# Beeston Refurbishment

from **Pete Clarson**

Over the past nine months, the Beeston office has undergone a complete programme of refurbishment and is now a fantastic modern funeral home serving the families of Beeston and the surrounding areas.

As well as bringing the decoration, carpets and lighting up to date across the whole office there are a number of improved facilities. The arranging room has been relocated, giving a larger room with natural light and the back of house facilities have been enlarged and renewed. A new shop front, new roof, and new tarmac are just a few of the major jobs undertaken since the work commenced in May.

Thank you to Artur and Pete and the various external contractors who all did a huge amount of work whilst ensuring the office remained open and disruption was minimised and to staff servicing funerals.



## Staff Newsletter

### In this issue



*The full length windows have been replaced with a solid lower half and the entrance hall has been made to feel more welcoming.*



**Staff party at Bestwood Lodge**  
Pages 7 and 8



*The two chapels have been given new furniture and a coat of paint. In the reception area, the office door has been moved and there is new carpet.*



### Best Practice 2018 Winner



**Overall 2018 winner of 'Best Practice of the Month' is revealed**  
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*The cold room has been redesigned and re painted and the new arranging room is more client friendly.*



## David Meek

from Jackie Lynn Rose



I visited David Meek last week. He has moved with his daughter and four grandchildren into a lovely family home in Hilton. David, much like HRH Prince Philip has decided to “hang up his car keys” though I hasten to add the decision was not prompted by a collision.

It was nice to chat with him and to reminisce, we all wish him well in his full retirement. Visitors will be much appreciated, I have his daughter’s contact details should anyone need them.

## Promethean Coffin

from Matthew Lynn Rose



## Caption Competition

winner Beryl Spencer



## Child’s memorial

from Ben Percival



### “Are the fish and chips warm enough yet”

(it’s from the film On The Buses)

## Happy Birthday Mark

from Joyce and Beth



## Floral Reflection Coffin

from Andrew Brown



## Trestle Presentation



Nigel was pleased to present coffin trestles to Reverend Dr. Stephen Hippisley-Cox at Holy Trinity Church in Wysall.

## Party penguins for the New Year.

Lesley added knitted ‘Party penguins’ to the Carlton window to celebrate the New Year.



## Welcome

to **Trevor Royston**



Trevor was part of the Hutchinson (now AWL Rainworth) team and has decided to join us as a casual driver bearer.

His days at Hutchinsons were spent as an ambulance driver for their sister company B N Gibson, usually doing school runs and then as a driver bearer in the middle part of the day.

Trevor lives with his wife in Rainsworth and recently celebrated his 60th birthday. He has a son and a daughter as well as grandchildren.

In his spare time he races lurchers, is a keen cyclist (helping Wendy to train for her 'big' race) and has recently taken up running to support his daughter.

## Ice Cream Tribute

from **Jo Lee**



## Welcome

to **Kyle Hobson**



Kyle has joined us as a casual bearer for Cotmanhay.

Kyle is the stepson of Cotmanhay driver Wayne and is training to become a chef. He currently works at the Wheelhouse Pub which is opposite our Wollaton Funeral Home.

Kyle previously has done work experience with us and has helped out at short notice.

When he is not working Kyle enjoys going to the gym.

## Congratulations

to **Matt Winman**



At our staff party Matt received a gold watch for 25 years of service (nine with Ilkeston Co-op and 16 with AWL).

Matt, who is a funeral director by trade has run our operations desk since 2010 and is pictured when he started that role.

The operations desk is a vital part of our company and we thank Matt for the effort he puts in.



## Welcome back

to **Gary Phipps**



We are pleased to welcome back Gary who will be working full time with Pete in our maintenance department.

## Thank you note for Sutton-in-Ashfield

To A. W. Lynn  
 On behalf of the Royal British Legion I would to take this opportunity to thank you for kind donation of £50 which will go into the R. B. L. Poppy Appeal.  
 I enclosed a receipt for your records  
 Regards  
 Mr L Dooley PAO





The Family Funeral Service

# Client comments collected during January 2019

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 EC/JLR was arranged by Ellie and conducted by Jackie.

Any comments in *italics* are from letters received.

Online reviews are also available at [https://www.funeralzone.co.uk/funeral- directors and](https://www.funeralzone.co.uk/funeral-directors-and) [https://www.facebook.com/pg/awlymn/ reviews/](https://www.facebook.com/pg/awlymn/reviews/)

## Drivers

Excellent – 88

Good – 14

Satisfactory – 1

## City Flowers

Excellent – 45

Good – 9

Satisfactory - 0

### Arnold

Staff Clarity, helpfulness & kindness, nice box of mementoes – order of service. EC/RK

He was very sensitive, kind, efficient & friendly, Thank you very much. RK/RK  
Very accommodating. EC/RK  
Very kind. RK/RK

### Aspley

Staff were very friendly and considerate. LF/TK

*To Laura, Just to say thank-you for all your help and understanding. You made us feel so relaxed at a time of sadness which you treated us with the utmost respect. You are a credit to the company.*

### Beeston

They took the trouble to replicate the coffin style used for a funeral 15 years ago. JRC/DMT

Donna Conroy was very professional with a warm caring manner & lovely smile & always helpful on the phone. DMC/DMC

The funeral directors did not give details to people who were not invited or wanted at the funeral which save stress to the family. The ceremony was very discreetly organised. DMC/TLS

### Bingham

Dominic's attention to detail, patience, understanding & professionalism. 'Going that extra mile'. DTL/DTL

*Hello Dominic, I just wanted to drop you a quick line regarding yesterday's service. I'm unsure how it would 'rank' with other funeral services, but for us, it was exactly what Mum wanted. We felt it was very personal to her and it celebrated her life. Can I thank you for your supportive and very professional work. It helped to make a very difficult day for us go as smoothly as possible.*

*Dear Dominic, I's just like to express our utmost gratitude not only for the funeral but for the last few weeks. The compassion you showed when dealing with our family. The service and bringing him home and taking him to church showed such professionalism. Going through yourselves for the flowers was the best decision we made, the flowers were beautiful so I thank you. Could you pass our gratitude to your team. I think he would have been very proud, all very dignified.*

*Dear Dominic and all at the company. Please accept our heartfelt thanks for all that you did in the organisation of mum's funeral. Although obviously a very sad day due to her character and sense of humour, we were also able to laugh a lot and celebrate her life. Your part in ensuring the day ran so smoothly without any worries on our shoulders, meant that we were able to focus on mum and our goodbyes. Thank you again.*

### Carlton

The manner & confidence of the staff was excellent. JF/NMR  
Friendly while maintaining a high degree of professionalism and empathy. JF/NMR  
Respect, kindness, efficiency. JF/NMR

*Dear Mark and colleagues, Thank you all very much for the services provided looking after my father. We all really appreciate the kindness, professionalism and humanity of all your staff that we came in contact with. The whole experience was much more bearable as a result.*

### Derby

Their friendly caring nature – it was a very personal service that they provided. DMT/DMT

Very good service from all the staff. DB/DMT

Staff were so kind and compassionate, nothing was too much trouble for them. DB/KH

DB/KH

*Good evening Dan!*

*I just wanted to thank you, and the team on site, for this afternoon's smoothly run and well organised service. We felt well looked after.*

### Ilkeston

I met them at the Crematorium and I found them to be a-maz-ing!!! They talked me through everything beforehand and put me at ease – Kevin Hall needs a pay rise. MS/KH

### Littleover

*Hi Angela, Many thanks for those kind words, getting feedback like that makes the role that I do worthwhile. I do try to convey everything the family tells me on a visit, but as you may have noticed I do ad-lib as well, especially when I don't know what the speakers are going to say! Everyone who spoke said some super things and I did like the poem that*

*was read out and I loved the song sung by the grandson, how brave he was, a Michael Buble of the future. I must also tell you that the family said how totally empathetic and professional they thought you were, they connected you as soon as they met you. I told them I worked alongside you in our previous life in Funerals and said that you are one of the most sincere, genuine, thoughtful and caring people I have ever worked with, totally focussed on the people you deal with and always willing to go that extra mile. (now, don't let that go your head!!).....please feel free to pass on this mail to Matthew & Nigel as I mean every word. The Lymn Family Funeral Service can only have their reputation further enhanced by having people like you working for them.*

### **Long Eaton**

The sensitive but efficient manner in which the arrangements were made. The effort made to accommodate the funeral at a convenient date considering the distance we and others had to travel. LDE/LJC  
The care and comfort I received from Lesley was very much appreciated. Thank you. LDE/LJC

### **Mansfield**

Communication, payment resolution. AB/DC  
Everything was beautifully done. DC/DC

### **Mansfield Woodhouse**

As we personally know Colum O'Shea and he had arranged my mother's funeral, we asked if he could perform Dad's funeral this request was arranged & again he represented A.W. Lymn to the highest standard. SEJ/CJO  
The dignity, compassion and professionalism shown by all of the wonderful staff. JWB/JWB  
Punctuality at home before setting off to the chapel. Offer to look at flowers on the coffin before moving off. The excellent turnout (standard of uniform) by staff who took part in the funeral – all looked very clean and smart. Everything was done at a steady pace and nothing felt rushed on the whole an excellent service. SEJ/JWB  
Sympathetic, professional, efficient, kind, nothing too much trouble. JWB/JWB  
All excellent throughout. SB/SB  
Sandra Elaine Jones was very helpful and attentive with designing the Order of Service sheets. SEJ/AA

### **Nottingham**

All of the services you supplied were excellent. MR/TK  
A humanist celebrant who was brilliant. JLR/JLR  
The outstanding service from Mark Ridout. NMR/NMR  
Memorial ribbons. JLR/JLR  
The flowers ordered by the family were excellent. But realistically cannot single out anything in particular. RK/RK  
Very welcoming, kind, caring and very respectable. APM/MLR  
Every aspect of the funeral went perfectly. JMW/JLR  
Efficient and caring. AB/NMR  
Humanist Ceremony. MR/TK

### **Ollerton**

Very professional and caring by all involved, very helpful. CJO/CJO

### **Osmaston Park**

The way Mark went above and beyond the call of duty to make a difficult time easier to bear. MC/MC

### **Radcliffe**

Their advice & guidance. JRC/TLS/  
Friendly, welcoming always approachable, helpful, lovely staff, who made it so much easier for our family to make arrangements. BM/BM  
Whenever I rang/called everyone was very kind & supportive. JK/BM

### **Rainworth**

The kindness and care. DCC/DCC  
Personal consideration given by David ensuring I had his guidance throughout. WW/DCC

### **Ruddington**

We dealt with Gary Cooke who was very professional & accommodating when we requested a few changes. GLC/TLS  
Gentleness of speech, manner, politeness. GLC/TLS

### **Shirebrook**

Friendliness. JP/AA  
We were looked after and made to feel at ease at a very stressful time. The way my mother was looked after in the disabled transport was excellent. JP/AA

### **Spondon**

Fiona (Spondon office) very friendly and professional. Made a difficult occasion more manageable. Car drivers' lovely (especially the one who had my autistic

and learning disabled son in the front and discussed the car with him!!) FH/KH  
Pleasant & polite manners, efficient service. FH/RJM

### **Sutton**

Karen was really helpful, sympathetic & there for anything we needed. KLH/AA  
Liked that the cars and hearse reversed down the private lane so that Kenneth could leave from his home. KLH/AA

### **West Bridgford**

Nigel Lymn Rose was extremely caring & empathetic. AMB/NLR  
Professionalism. SJD/TLS

### **Wollaton**

Personal & professional service. NAA/RJM  
The whole order of service - officiant outstanding - Jeremy Pemberton. NAA/KH

Thoughtfulness & friendliness making a difficult time easier to cope with. All went smoothly from beginning to end. NAA/KH

I didn't feel rushed at all and felt genuine compassion was expressed. NAA/RJM  
Not rushed, time taken to explain and advise, Empathetic. NAA/RJM  
Friendliness, sympathy and efficiency off all the funeral components by all staff. NAA/RJM

### **Trade hire**

*I would just like to drop a quick note to yourself and to A.W Lymn, to thank you so much for the extreme professionalism of your driver today ( apologies on my part for forgetting his name).  
I woke up this morning, as did most of the country, to the snowfall.  
Listening to the weather and travel reports, I was quite honestly expecting the Hearse to be delayed by some considerable time, thankfully I was wrong.  
Your driver was on time, and still had time to clean the Hearse after the stress of driving in this weather.  
The funeral went off perfectly, and that was partly down to your excellent Hearse driver.  
On behalf of myself, and my colleague whose sons funeral it was, thank you to you and your staff for making a very stressful day a bit easier*

### **Could Do Better**

Car wasn't comfortable for 5 passengers.

# 2018 Overall Winner of Best Practice of the Month

## Gary Wagstaff



## Best Practice of the Month

chosen by **Nigel, Jackie and Matthew Lynn Rose**

**Congratulations to Wayne Lambord who has won this month's Best Practice award.**



**Wayne was nominated by Pete Clarson, Pete Jeffery and Matt Winman for...**

‘Helping to build a vault on a travellers site in Wellingborough is not what Wayne expected to be doing until he received a phone call late one evening asking if he would cover for illness in the maintenance

team. Wayne gave it his all and nothing was too much trouble. He even volunteered to continue helping the following day and got in touch with Matt to see if his ‘normal’ duties could be covered to ensure the family in Wellingborough were not let down.’

**Gary Phipps** was nominated by **Pete Jeffery**

‘Please can I nominate Wayne Lambord and Gary Phipps for stepping in and doing a traveller’s vault at last minute after I had hurt my back’

**Malcolm Barham** was nominated by **Donna Conroy**

‘Can I nominate Malc from Radcliffe. He really helped me out on a funeral, we were using the wheelchair adapted vehicle, and I had not had any training on this apart from a quick chat with Mick Schofield (who did his best to explain what he could in the 10 mins we had) Malc knew exactly what he was doing and really helped out in what could have been a very embarrassing situation.’

**Lesley Ball** has nominated **Louise Revell**

‘I’d like to nominate Lou who took over weekend call at short notice when Olivia was taken ill and coped with what turned out to be quite a busy weekend.’

**Alan Matthews** was nominated by **Sharon Draycott**

‘Can I please nominate Alan for producing 4 collages of photos for a travelling family who wanted over 100 photos on OOS when the deadline for sign off was 5 hours away

**Matt Kavanagh** and **Malcolm Barham** nominated by **Ellie Carr**

‘Matt and Malcolm performed the coroners removal to the QMC in January. The husband has told me his wife is quite a large lady and it took five of them to move her down the stairs (our two call staff, one police office and two family) He wanted to pass on his thanks – he said the men were very professional and he really appreciated how they handled the situation as it can’t have been easy.



**A.W. LYMN**  
*The Family Funeral Service*

**Staff Party**  
**2019**



