

PETER GOTT

for

Services Officer

'Elect me as your Services Officer and I will strive to provide you with the BEST STUDENT EXPERIENCE by overseeing the delivery of TOP QUALITY SERVICES, with a particular emphasis on providing a first class user experience. I also pledge to implement an exceptional programme of entertainments, driven by a forward thinking mentality in a PRESTIGIOUS VENUE.'



My Involvement So Far:

- Freshers' Rep. Co-ordinator (2007/08)
- Freshers' Rep. Supervisor (2008/09, 2009/10)
- Media and Comms' Promotions Officer (2007/08)
- Union Council Officer (2008/09)
- Elections and Rules Committee (2009/10)
- Branding Team Member (2007/08)
- RAG Runaway Co-ordinator (2009/10)
- BA Sociology 3rd Year Course Rep. (2009/10)
- Participant in the 'Leicester Award' (2009/10)
- Sociology Society Member (2009/10)
- Men's Hockey 3rd XI Player (2007/08, 2008/09)
- People and Planet Society Member (2008/09)
- 'I Love Mondays @ Zanzibar' Head Student Promoter (2007/08, 2008/09)

My 10 POINT PLAN for a better Students' Union...

Make ABODE the NUMBER ONE student lettings agency by working with the Accommodation Office to provide the most efficient and attractive prospect to students in search of their accommodation. Currently many students use private firms who can often be unresponsive and notoriously difficult in dealing with student concerns. With Abode, students will come first. Providing competitive rental prices and high standards of living.

Provide second and third year students with a RETURNERS WEEK. This will ensure that current students who will still be here next academic year, and who have had to deal with the disruption the redevelopment has caused, will be given something back by the Union by being given the opportunity to try out the new building before Freshers' arrive!

Ensure the Students' Union building has an entertainments schedule that runs 52 weeks a year. As the new Union building will undoubtedly house the best venue in the East Midlands, we need to ensure that it generates as much revenue as possible all year round, so that this money can be re-invested in the Students' Union to help provide the best student experience possible. It is not an option for the Union building to sit gathering dust during the vacation periods, as this would be a huge missed opportunity.

Increase the popularity of Fresh Cards, NUS Cards and other loyalty schemes. Many students are unaware of the importance of such products. As well as providing students with up to 25% off in high street stores and being used as student ID, the NUS Card is also beneficial to the Union with 40% of each card sold pumped back into YOUR UNION!

Work hard to provide the highest levels of customer service. As a Union our mission is to provide the 'best student experience'. This is not just down to the services that we offer but the ways they are delivered. Exceptional customer service needs to be a priority not only to ensure the success of our services but also to entice students to use them on a regular basis. New training schemes and performance bonuses for staff are one initiative that I am keen to explore in order to help raise the bar in terms of customer service.

Continue the good work of the Bars and Entertainments Department to further enhance ULSU's reputation as a Live Music Venue. Before the redevelopment of the Students' Union, ULSU had begun to establish itself as a popular live music venue. Now, with the best live music venue in the East Midlands months away from opening, it is vital that we work hard to enhance our reputation in this area, and seize every opportunity to showcase our product. This will help us not only provide a great programme of live music for our students, but will also help attract external income, and as a non profit organisation, such income will go back in to your Union, enhancing your student experience.

More variety on your nights out! Many students have claimed that over the past few years Wednesday and Friday nights play the same music week in, week out. Two similar nights at the same venue in three days? I pledge to review not only the music policy on these nights, but also look at examples used at other Students' Unions and other commercial venues to provide themed nights and live entertainment across the entire week to ensure we are providing the best nights out possible, and something for all tastes!

Be an approachable Sabbatical Officer. There is a school of thought that students are some what disenfranchised with the Students' Union, and that many are unaware of the roles that Sabbatical Officers undertake. Along with the Campaigns and Involvement Officer, it is key that ALL Sabbatical Officers encourage student participation, whether that be in sports, societies or in employment. I will have an open door policy, and work hard to ensure students feel comfortable approaching me to discuss any pressing issues or queries.

Work closely with the Welfare and International Officer to provide a higher standard of services to international, postgraduate and mature students. International, postgraduate and mature students are major demographics who highlight feeling disenfranchised from the Union. For example, International students currently self organise a Thursday night out at an external venue, which I will look to bring into the SU with the promise to provide continuous support, a venue to be proud of and the provisions needed to succeed. Working closely with these demographics is a must for any Services Officer.

Continuously support and work towards gaining the highest standard in the Students Union Evaluation Initiative (SUEI). As part of a government and NUS initiative, the Union has entered into SUEI to provide an indicator of it's success as a Students' Union. I will work with the other Sabbatical Officers to increase the effectiveness of the Students' Union, and to improve the services offered to our members and to follow the SUEI mission statement. *'...to make a positive difference to the lives of members whilst they remain Students by improving the outcomes of the work of Students' Unions.'*

Proposed By:
Dan Flatt
Modern Languages Society
President

Seconded By:
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University of Leicester
Football Club Captain

PETER GOTT for SERVICES.
I've GOTT what it takes!