

experienceguildford™

Newsletter

August 2019

Indie Spot of the month!

Look Fabulous Forever

"At Look Fabulous Forever, we're experts in makeup and skincare for older women. We opened our second ever shop in Guildford in the middle of May and we have since carried out over 200 makeovers using our products which are all specifically formulated for older skin, whether that's moisturising foundations or long-lasting lipstick. It's our belief that age is no barrier to looking and feeling fabulous. Here's what one happy customer had to say:

Had an amazing makeover with Sally at Guildford salon yesterday. She took a blank canvas and totally transformed me. I loved the end result as did my family. Thank you for making me feel comfortable. Sally was very experienced and knowledgeable, she was a true expert! - Liz Montgomery

If you'd like to book a makeover or you know someone who might like to try the experience, please visit:

www.lookfabulousforever.com/store-makeovers"



Experience Guildford announces this year's

Customer Service Awards shortlist

For the last six weeks, residents and visitors to Guildford have been voting for the businesses in the town that they feel go the extra mile in terms of providing great customer service as part of the Experience Guildford Customer Service Awards. Now in their seventh year, the awards have become a key calendar event of the town, highlighting businesses that consistently put their customers first and covering the full retail and leisure mix.

Voting closed on Friday 19 July, with well over 3,000 votes received across the campaign period. Three businesses per category were then shortlisted, with two hotly contested categories resulting in a tie-break and thus four businesses nominated, namely Professional Services and Independent Retail.

This shortlisted businesses for the 2019 Experience Guildford Customer Service Awards include:

Coffee Shops

Gallery Café, Fresco, Coffee Culture

Food on The Go

Goodfillas, Meat the Greek, PastaOut

Hair & Beauty

Mavericks Man, Sanrizz, Headcase

Health & Fitness

Red Hot Yoga, Field of Fitness, Fitstuff

Leisure & Lifestyle

Yvonne Arnaud, Unplug + Play, The Electric Theatre

Professional Services (Sponsored by Chapters Financial)

Nationwide, Virgin Money, Skipton, Halifax

Service Providers

White Lion Walk, Guildford Library, Adult Education Centre

Pubs, Bars and Clubs

The Star Inn, Three Pigeons, The Britannia

Restaurant Independent

(Sponsored by The County Club)

Zucchini Italian Kitchen, Thai Terrace, La Casita

Restaurant National

TGI Fridays, The March Hare, Cosy Club

Retail Independent

Guildford Cobbler, Whibleys, Ben's Collectors Records, The Bear Garden

Retail Large (20 staff or more) (Sponsored by Tunsgate Quarter)

Debenhams, Marks & Spencer, Waitrose & Partners

Retail Small (20 staff or less)

Bravissimo, Pure Collection, River Island



Each of the shortlisted businesses will now be visited and assessed by a 'Secret Shopper' who will anonymously evaluate and feedback on their standard of service. The 'Secret Shops' in Guildford will be carried out by UK wide retail research company, insight6, who have conducted thousands of mystery shops for a variety of businesses.

The final winners of each of the categories will then be announced at a special ceremony at the Yvonne Arnaud Theatre on Monday 16 September, along with the winner of the 'Shining Star' category, offering managers of individual stores or businesses the chance to nominate their staff members who they feel should be recognised for great service.

Greener Guildford

Sustainable Beauty at Julia Lampard Hair Salon

Julia Lampard is a salon nestled at the top of Milkhouse Gate, opposite Guildford Castle. As you enter the door, you are welcomed into a glamorous yet relaxing space, where jazz music is played in the calm spacious salon.

Julia and her team have a holistic approach to hair care. To not only make clients feel valued and nurtured, but to also provide sustainable beauty that doesn't impact the environment.

The team only use products by Davines and Keune; independent companies who formulate, test and make ammonia and paraben-free products in their own laboratories.

The ethos of the salon is to reduce waste and eliminate single use plastics across everything they do. Julia's clients can even buy the products used in the salon and then refill the bottles when they are empty.

Just speak to Julia – she is so passionate about the environment and protecting the planet and does all she can to make her business sustainable and plastic free.

Regular Events

Every Monday:

Live flamenco music, De Nada

Every Tuesday:

Run Club, Lululemon

Every Wednesday:

Free Tea's for Those in Need, The Cosy Club

Every Thursday:

HarSPA Running Club, Guildford Harbour Hotel

Every Friday:

Medical Herbalist Peter Protopapa Jones, Food For Thought. Appointment required.

Every Saturday:

Gavin & his Guitar, The Tup

Pub quizzes

Every Monday:

The Kings Head, Quarry Street

Every Tuesday:

The Royal Oak, Trinity Courtyard

Every Thursday:

The Three Pigeons, High Street

Every Month:

- Pie, Mash & Quiz, G Live, London Road
- 4th Thursday - #GuildfordBuzz, Tunsgate Quarter

New Openings for Aug

- Harley Street Medical in SkinSpirit, High Street

Real Change Guildford launches to help the borough's homeless



Real Change is a fund-based scheme that uses donations generated by local businesses and the public to assist those most in need, enabling them to make positive changes to their lives. From funding a training course or a deposit for a home to providing a haircut or a new suit for that life-changing interview, Real Change identifies individuals in the borough that can benefit from their assistance, offering a long-term, sustainable solution to rough sleeping.

By donating to Real Change Guildford, individuals and businesses can be sure that their money goes directly to the right people and the right causes, empowering the boroughs homeless to make the necessary changes to their lives through the assistance of partner charities. Individuals wishing to access funds must apply to one of the partner organisations who will then work with them to administer and action their claim. Partner organisations include; Guildford Action, Number Five Project and Catalyst to name just a few.

For more information on Real Change Guildford and how you can get involved to make a difference, plus to learn more about the full range of partner organisations that are committed to helping the homeless in Guildford, visit

www.realchangeguildford.co.uk

Would you like your business to be involved in the following events in October?

Surrey Half Marathon

Surrey Half Marathon organisers, aat-events will be delivering Guildford's first closed-road mass-participation running race on Sunday 13 October.

The event brings a number of partnership opportunities for a range of local businesses - who can benefit from active promotion of their product / services via regular event communications.

Organisers are keen to encourage the all event attendees (runners, spectators, volunteers etc) to enjoy post-race refreshments at local coffee shops and restaurants. If you would like to benefit from this additional custom - by offering a special race day deal / have your business promoted to event attendees - please contact hello@aat-events.com.

World Space Week 2019

World Space Week are taking over the High Street on Saturday 5 October!

Calling all coffee shops, theatres and pubs, if you are interested in becoming a venue contact Lisa Dimbylow at publicengagement@surrey.ac.uk. Also contact Lisa If you are interested in volunteering, sponsorship.

Dates for the Diary

- 1 – Coffee Time Talks – A History of Guildford House Gallery by Dennis May, Guildford House
- 2-4 – Radar Festival, Casino Nightclub
- 3 – Inspired By Alice, Guildford Castle
- 6 – Guildford Farmers' Market, High Street
- 6 – Seasonal Yin Yoga Course, Red Hot Yoga
- 6 – Accessible Boat Trips along the River Wey, Dapdune Wharf
- 8 – Ghosts & Legends, FREE guided walk, meet Tunsgate Arch
- 8-9 – Guildford-On-Sea Sundown Sessions, The Electric Theatre
- 8-10 – Guildford-On-Sea 2019, The Electric Theatre
- 10 – Kaio Records, The Alley Bar
- 10 – Come & Meet Anna Gammans, Whitewall Gallery
- 11 – Surrey Vegan Events Summer Market, High Street
- 13 – George Abbot Walk: FREE guided walk, meet Tunsgate Arch
- 18 – Skate Jam, Stoke Park
- 24 – Guildford Record Fair, Guildhall
- 29 – Drink & Draw, The Boileroom
- 30 – Terrace Sundowners: Ibiza Sunday, Guildford Harbour Hotel

