

Volunteer and Supporter Group Conferences – Postcard comments

WATFORD	What will you do differently as a result of what you have heard this morning?	How will you share your learning from this morning with other volunteers?
Mrs A Coates	Communicate with both visitors and staff.	Present a talk in its day. 3/12 coffee meeting held at Claydon House with all volunteers.
John Hughes	Compliment good practise / feedback negative practise.	Engage more pro-actively with property and garden volunteers.
Alyson Brown	Ensure I give a warm welcome and act as an ambassador for the NT.	Share the info with the two committees I am on.
Patrick Begg	Always ask a question about the use of places (why) when I visit properties.	Challenge the negatives that constrain how we use our properties even more strongly.
Sue Rhodes	Contact local PTA, to create a link between them and our volunteer community.	Include a review of today in our end of season briefing and gossiping generally.
Matthew Tyler-Jones	More communication choices and consistency.	By writing it up on my Blog.
Carole Ducastel	Always welcome participants, talk to them, be welcoming, enthusiastic and approachable.	Happy moaners, jobsworth, poor communications.
Marie Barenskie	Consider what I could do for properties differently from the current hold.	Email to volunteers.
Mrs Brown	When training stewards, make sure they take on board 'welcome etc'	In newsletter and take at Dec meeting.
Geoff Edwards		I will try to make out associate and other NT members with whom I have contact with feel more welcome and special. I will copy my notes to the committee.
K Michel	Explore the emotional relationship with supporters and potential supporters.	Raising the profile of volunteering through media and the local community. Ensure the public are better informed about the NT.
Brian Smith	I will try to broaden the appeal of the project I am managing.	I shall communicate what I have gained from the conference and at our Christmas gathering.
Valarie Dedman	Share good points discussed today with friends encourage them to visit.	Join a local association, despite being a volunteer.

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Miss D Gale		Encourage members of the association and volunteers at Stowe to encourage non-members to join the NT for the continuation of work for future generations.
Sarah Barfoot		I will attempt to make sure volunteers feel valued and feedback to them what I have learned today and find a way of dealing with their wants and needs.
Paul Sugden	I will listen more and talk less and I will smile.	
Tim Roberson	Give other volunteers a better view of NT's strategy.	Feed back from this conference in supporters' volunteers' newsletter.
Miss J H Kay		I will use whatever opportunities arise to communicate with other volunteers/staff at Hughenden.
Elizabeth Sunley	Realise how important NT takes supporter and volunteering so spread the word - not just cash.	Brief committee and mention at AGM.
Veronica Inman	Hard sell approach can be off putting. A sense of involvement and belonging is very rewarding.	
Doug Cheese	To introduce a volunteer introduction pack	
E North	Accommodating families regarding membership charges reduced rates for lower income families.	
Patricia Hall	Remember..... One first impression....	
Mary Villers	I will try to be less 'top down' to understand how individuals see the NT and to shift behaviours to make them feel it is for them.	
Mike Bean		When I return to my properties, I will maintain contacts I have made with newsletter and website editors.
Barry Salmon	Promoting the NT more positively.	Inform tell others in my group about strategy of the NT and the benefit of the conference.
Maurice Dalton	Try to communicate better practise to other volunteers and the NT staff at the property.	Will give presentation at properties 'start of the year meeting in Feb 2009.
Mrs M H Bathe	What I have heard I can communicate to our associates and volunteers but with almost 500 members to volunteer it is a problem!	Share through our committee who are our association's main volunteers.

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Lisa Lawrence		I will talk to my colleagues about the conference, I will tell them that we have a great group of staff and volunteers and no complaints about the work at Chartwell I treasure my experiences there.
Betty Fathers		Will share information with other committee members.
Mr B D Homans	I will try to engage more positively with organisers of volunteers and hopefully they will respond more positively.	I will also try and find more time to talk to other volunteers.
Mrs H Martin	Talk positively to other volunteers; engage them more in their time in the house.	
T Sleep		Check website of Sutton House and handbook.
Mr D G Middleton	Try to set level of information in my tours to more accurately match the interests of the various groups which I guide.	
R Pidgeon	Improve welcoming of visitors, help produce newsletter, keep visiting rules to a minimum	Help to make visitors and volunteers feel special.
Mrs S Stephens	I am always enthusiastic and friendly - do I need to change?	Go back and tell the SPG/HOLS/etc try to explain about the NT volunteers roles.
Mrs A G Deigham		Tell staff and volunteers about conference both in the office and at volunteers forum
Mrs Mavis Ambrose	Consider buying lifetime membership for my grandchildren.	
Mrs A Robinson	Continue only more so.	Use the response of fellow supporters/staff from the conference to answer questions raised. The NT is a democratic organisation who values not only the input but the knowledge as well.
Andy Beer	Ask volunteers as well as staff to help solve problems for us.	Devise new training, monitoring programmes.
Miss P M Howarth	Advise more.	Postal labels scheme! More centre publicity to younger members.

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Penny James		Tell other volunteers about the meeting and to encourage others to come to a meeting such as this.
Miss S J Riley	Day to day consideration with other volunteers.	Continue effort to widen knowledge and to answer visitors' questions more confidently.
Mr & Mrs Peachey	Try to encourage more people to join the trust and our centre.	Give information on our visit today in our newsletter.
Dianne Lang	Not despair at how long it takes for paid staff to respond to phone calls/emails etc.	Meet local volunteers.
K Chancellor	To practise considering role of volunteers in learning and interpretation projects/ initiatives.	
M Martin		Make contact with our local friends group. Report on this meeting in our quarterly newsletter and spread the word.
Mrs C D Sutcliffe	Suggest cooking demo's in the gardens as mentioned by Fiona Reynolds	Talk to volunteers at the end of the season meeting about conference, do a report on the conference for head gardener and property manager.
R Carter	Make effort to gain new volunteers.	Through 1/4 meeting together with other volunteer attendee plus one to one reports.
Mrs Mount	Any ideas on how to get younger people to join in committees on other organizing events!	
Mrs Hyland	Will try to understand how the property is to be promoted.	Will pass on information to fellow volunteers and staff.
David Scott	Create property website/newsletter.	Explain role of volunteering and volunteering opportunities.
A H Cockram	Endeavour to speak one-one with non NT friends to persuade them to join.	Perhaps respond to NT appeals a little more generously.
John Figg	I will try to find out more about background and skills of members so that we can make better use of hidden talents.	
Jackie Arnot.	Stay friendly, encourage new members, investigate one night stands, we only do day to day trips at present.	Give us a list of excellent speakers please.

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John Buttifont	I would like to see much more involvement and discussion between property staff and volunteers.	I would write a report and pass this on to property managers and visitor managers.
Mr J Bathe		Report back to my association committee on what I have learnt at the conference give further support to the NT.
J A Ewan	The importance of the little things that make you welcome or not, as the case maybe!	Talking to the property manager about this.
Mrs M Davidson	Encourage Sutton Hoo to do even more welcome families with children.	Give feedback to end of season meeting in December.
Caroline Cooper	Talk more to volunteers / shadowing to find out what goes on, on a daily basis.	Will share messages from other volunteers with colleagues.
Mrs J Skinner	I will volunteer to do something else in addition to current role.	Will feedback to our association AGM in December.
Mrs Pam Wright	Think of new ways of getting associations involved.	Feed back at our AGM
Mrs J Chaplin	Engage with more groups	Share ideas with committee about NT regional newsletter.
D P Heen	Talk about the NT aims a lot more.	Prepare to give a talk to my property staff/volunteers about today.
Elin Horgan	I will take more time to talk to our volunteers when I am out at a property.	Will update my colleagues at our next Team Meeting.
Mrs B Harper	Try to spread ideas from Heelis as well as local thoughts; there may be someone in the association with relevant talents.	
Andrea Axtell-Johnston	I will be more approachable towards others; chat to them before they chat to me.	I will speak to the volunteers at the Working Holidays and try to get my friends to volunteer.
N Fox	Pass on the information to people on working holidays about the future of the NT.	Include it in conversation with other volunteers.
Miss B Bird.	I will not shy away from selling raffle tickets or encouraging new members.	I will write an article for our newsletter.
Jennie Jordon	Talk to Gareth about involvement in Morden Park project.	Article for Red email.
Anne Finnie	Keep it simple VSV.	Use 'Active'.
G Fisher	Promote consistency.	Talk to property manager about consistency.

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Jane Sadler	Listen and respond.	By example!
Ms R Lowe	Better communication with other volunteers in organization or group.	Speak about what you feel is wrong more.
Mrs H Wain	Make committee members feel special by sending a thank you letter each year.	Share today's learning through newsletter/committee meeting.
Janet Utley	Talk to other association members more often.	Committee meeting and newsletter.
Richard KC Evans OBE	Be more aware of the importance of friendly approach to visitors.	Write a report in the property newsletter and say something at property briefing meeting.
B J Christain	Share via next speakers get together.	
R H Goring	Really make sure everyone I come across in the Trust is valued for who they are.	Speak more to people about the Trust outside Trust circles.
Andrew Cluley	Dive more information about the Trust and its strategies to members and visitors.	Share learning with my committee and members and fellow volunteers when the opportunity arises.
Anne Lavrey	Visit more properties and encourage friends.	Via property managers at 2 properties where I am linked.
David Smith	Not come to another of these conferences!	Word of mouth.
Ms D Marsh	To keep communication open.	To help them understand that the problems they have can be resolved.
Carole Newton	Encourage family and friends to volunteer.	Pass onto colleagues facts and figures that have been highlighted today with a view to volunteers of the NT.
No Name	Communicate and enquire even more than I currently do.	Speak to volunteers and co-ordinators and as many volunteers as I can, will write a little report.

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SHEFFIELD	What will you do differently as a result of what you have heard this morning?	How will you share your learning from this morning with other volunteers?
Mrs Denise Clark	Advertise the work of Volunteers more and recruit more Volunteers.	Lead by example - talk to people and write article for the newsletter.
Neil Hepworth	Continue to listen to visitors and 'pitch' what you're talking about to different types of visitors.	Share the info at pre duty sessions 'gatherings'.
Roy Lester	Encourage fellow Volunteers to do as I do.	Complete newsletter or present a pre-season meeting.
Mr Trevor Hanslow	Engage more with supporters (eye contact). Welcome everyone and answer questions promptly.	Feed back to groups together with other visitors. Keep in the loop and arrange meeting asap on return.
Alan Fletcher	Smile and encourage supporters and make sure they leave with a positive impression of the NT.	Encourage fellow Volunteers to do the same.
Jason	Greeting people.	Talk to other staff and Volunteers.
Sarah Rogers	Make more time to improve instruction and interpretations.	Share at HOD's and tell my Volunteers.
No name (MR Straws House)	Thinks that we are all doing a good and should keep up the good work.	
Jenny Pickering	Make other Volunteers aware of management and their jobs. Meet other members from other areas.	Talk to Volunteers about today.
Marianne	Smile and say hello to all I meet at the Regional Offices and Properties.	Report back to my HR colleagues about this conference.
Muriel J Brown	Continue to promote positive interaction at Kedleston.	Slot in an assembly (beginning of the season) for other Volunteers.
Mrs V Land	Try and find other ways to persuade Property staff to give me information and pass on.	I work alone and have no contact with Volunteers.
Roger Norton	Importance of effective communication with different supporter groups and recognising that their needs may be different.	
Mrs A McKinnon	We have a real strong interaction at Wadsworth House and I cannot think of anything we would do differently.	Feed back at Pre-Season meeting (Feb) to all our Volunteers.

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Trish Bonauer	Communication must improve between staff and Volunteers.	Will report on conference and results at pre-season meeting in Feb.
Mrs H Dunbar Beckford		Will share Fiona Reynolds Inspirational Talk on the future of the NT as an Organisation, Financially, environment and conservation
Eric Pluiner	Encourage visitors to 'see' more than is obvious, look beyond.	As I do now: talk to people and share.
P Charmley	Need to be aware of roles of Volunteers and appreciate the work that is done by them.	Will remind them if necessary!
Mrs P R Wood	Provide a 'welcome' table for new members coming to meetings.	Fiona Reynolds introductory talk was inspirational.
T Hirst	Even more interaction with staff.	Delegates meet and Pre-season meetings and newsletters.
Mrs P M Brown	Accentuate the need for appreciation of Volunteers and their skills.	
Mrs M Camp	Think twice about making a quick assumption and take care over a response which shows empathy to others needs.	
Mr M H Taylor	Empathise more.	Through Centre Committee.
J Bailey	To be more positive.	Article for the Newsletter.
Martin Holtby	Improve dialogue with staff who do not follow the Trust's ethos.	Share learning by means of a brief article or 'briefing' in association's newsletter.
J Cotterill	Keep listening keep empathic and enthusiastic.	Share good/poor experiences with people and Volunteers.
Jane Allsop	Listen.	Info sheet for the notice board.
David Ronn	Phone around all the NT properties to check the quality of the automated answer phone.	Empowerment of Volunteers essential.
Miss M Miles	I have learnt more about the trust and problems other people have.	Try harder to talk to people to come back again and again.
Kathy Byrne	I don't think I will do anything differently because I seem to be working on the right lines now.	Will email main points to line managers, will have an article in the next newsletter about the conference.

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Marjorie Rhodes	Underlining the importance of the worker welcoming them and making sure people enjoy their experience.	Encourage other Volunteers to follow suit by example and encouragement bearing in mind new Volunteers can be shy and reserved.
Mrs Anne Hooley	Positive slant to committee membership. Research New Agencies (Hedge layers, Volunteers need equipment)	Diversifying donation recipients and see East Cheshire Association.
Peter Simpson	Use informal meetings to aid recruitment.	Look at website.
Helen Barker	Present a happy interested face even at 5pm.	Lead by example.
Valerie Glass	I will try to listen more attentively to visitors.	I will report back to staff and Volunteers in some way.
Marilyn Bradley	Listen more to children on the school tours.	I am passing on the information at our Pre-season briefing with the Property Manager.
Marguerite (Fountains Abbey)		Convert to the public a greater awareness of the NT as an independent and important organisation.
K S Burton	I am going to work through the VSV Group even more actively.	I am going to push for some inclusion in the newsletter (when it next comes out!)
Hugh Matherson	I am going to talk in shorter sentences and will become more clear about my message whatever it is.	
Mike Allen		Discuss outcomes of conference with Staff and Volunteers as the experience seems to vary between properties.
Joyce Helliwell		Take back and work on communication as suggested re training at the property.
Mrs P M Shofton	Cascade to Day Leaders and then Volunteers through workshops.	Communicate the passion which comes from the top.
Mrs B Norton	Ask management to give more information about events and products.	
John Robertshaw	Continue to enthuse, learn more about the property and the NT and have a positive attitude.	
No Name (Nostell Priory)		Maintain my positive cheerful, friendly attitude in engaging with visitors.

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Mrs S A Langham	I will learn more than I do and then I can help people better when asked questions.	
Mrs Nightingale	Be positive all the time; don't put any negative points unless relevant.	
Jane Cawrey	Aim to ensure that the service I provide is always as good as it can be and information sought/provided.	
John Sebastianelli		I will try to be positive and stimulate people with my enthusiasm.
Ken Fisher Bailey	Try to help Working Holiday customers Volunteers to take another Holiday.	
Belinda Fletcher	Have a positive attitude. Be empathetic.	Share New skills and awareness.
Mrs Dorothy Taylor		To continue the good practise already in place. Not to be put off when circumstances may change.
Mr S Hewitt	Get more involved and share views with other Volunteers.	Give good customer service and better information from Trust to Volunteers.
Mrs Ruth Taylor		Continue to encourage schools to appreciate and learn more about the environment and heritage.
Peter Osorio	Demonstrate good customer service, encouragement by example.	Feed back to staff / Volunteers via newsletter as well as feedback
Mrs R Heys	After 17 years I think I'm using most of the skills. I do not meet the public much as I am in the office at Kedleston.	I will make sure I am welcoming on the phone to any visitor to the office.
Dinah Wilcox	Increase my knowledge of the property.	Share my knowledge when talking to visitors and schools when they visit.
Ian Vincent	Concentrate on positive customer service when speaking to visitors.	By writing an article for the West York's NTV newsletter and talk to Park Rangers.
Mrs A L Stocks		Continue to welcome visitors in a warm and friendly way.
Beccy Speight	Keep on improving the welcome at properties.	More meet/greets in place to match people with needs to the property's experience.

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R Illingworth	Speak up when observing poor customer service at the property; share the output/learning from the conference.	Make someone feel good everyday. When I'm at the property even if its only a simple thank you.
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HEELIS	What will you do differently as a result of what you have heard this morning?	How will you share your learning from this morning with other volunteers?
Mrs Ros Roberts	Try to engage with young people from local secondary schools to work at Stewards or other at Hidcote.	Have a day or days in the season when a member of the public can work as a Volunteer/Steward/Gardener. Work at bonding between Volunteers and Staff.
No Name	Implement the existing 3/4 year rule and recruit new committee members.	Re-arrange our Region: Thames and Solent have nothing in common and much travelling to meetings involved (Southampton and District Centre).
No Name	Write up a report to communicate what the day entailed.	Regional Department can communicate to the local centres in a more personal and positive way.
Miss Julia Pearce	Keep my talk within the times. I must remember to include the main points.	Be precise about my knowledge about Tyntesfield and each room.
Mrs M Lloyd	Remember that other peoples' experiences are as important as mine.	Engage fully with other people giving them my complete attention.
David Thompson	Perhaps all of us need to get the balance right between supplying information and allowing people time for quiet reflection.	
Miss Kay Morris	Managing time effectively particularly with the most enthusiastic visitor. Persistence when making suggestions to encourage change.	
Trevor Johnson	Sharing of NT ethos and encouragement of others to increase involvement e.g. Membership/patrons and benefactors.	By email report and by group discussion at coffee after work.
Barbara Mitchard	Be sure I know all the Volunteers at Newark.	Share today's work at House pre-training day before next season's opening.

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Ken Paton	Try to improve communications re: opportunities re: descriptions on website	Try and talk more to Volunteers in other locations.
K Lewis	Be less judgemental of other Volunteers.	
Gillian Morgan	Improve communication at the Properties between staff and Volunteers. Maybe put loos by front garden.	
Gilbert L Reid		What could be done for disabled visitors?
Mimi Rousell	Nothing.	Tell the volunteers, etc, the Trust wants to hear your opinions good and bad.
Mr J Allen	Interact more with other Volunteers.	Use today to share the views and objectives of the Trust possibly by way of volunteer awareness meeting.
Miss R G Hunt	I will feel a part of the NT and value myself and the strategy.	I will tell them all about today at Osterley Park and see if I can be a chaplain/volunteer co-ordinator.
Adrian Phillips	Be more realistic about the opportunities the NT offer young people.	Report back on the Volunteer conference to other Trustees.
Mrs M Packer		Share my day with friends at Heelis on next mailshot.
Ian Heard	Improve my communication on strategy / prioritise as a result of better understanding from today.	Communicate at local fundraising.
Mr M Hibbert	Make the committee feel more involved.	I will share my experience of today with our local committee.
David R Curtis	No comment on card.	No comment on card.
S Nicholls	More awareness of the strategy with other Volunteers and more meetings.	Make staff aware and have Volunteer meetings.
Marina Riley	Remember the importance of first impressions. Try harder to remember names.	Remind the committee about 'meeting and greeting' at meetings, smiles and eye contact very important.
Sue Roberts	Incorporate more specific training in customer care for room stewards into workshops.	Incorporate feedback into talks, workshops and team brief as appropriate.
P Yardley		Ensure that the Directorate Rep meeting (SIT) are aware directions for Heelis are not easy to use. Ensure that we consider temporary signage for special NT use of car park.

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Ian White	Actively engage with visitors rather than waiting to be asked.	Talk to and encourage others to do this too.
A R Townsend	Demonstrate empathy. Requirement and expectations matching with delivery.	Sharing and learning - difficult. Few Volunteers at RO level will think about this!
Mrs C Parratt	Be aware of all the different ways in which we can be of use as room stewards at NT properties.	
No Name	The Trust can strengthen recruitment links and communication with supporter groups.	I will take back to the Property what I have learned today more especially to the supporter group.
Mandy Hamilton-Winger	Nothing.	Hope my questions will be answered and I can pass these onto the other through written word.
M J Tombs		Due to better understanding of the strategy, I hope to be less critical when it is quoted at me.
Rebecca Foy	Also strive to provide a warm welcome and friendly face to engage with supporters, make someone's day.	I will share the learning with my volunteers, staff and colleagues.
Chris Purvis		Welcome back meetings.
W H Holden	Advocate the benefits for joining the Trust to the younger people who I meet during my volunteer work.	Show and describe the notes I have made during the course at the conference.
Mr G Slay	Inspire and passion volunteers.	Report back to my local NT volunteers group on the conference.
FJ V Osborne	Update to modern technology for speaking.	Share through power point.
Kunigunda Gough	Try to establish better channels of communication between local centres, associations and NT staff as an intermediary.	Discuss the outcome of our discussions with fellow members of the W Mids Region Advisory committee
Sue Crofts	I will try to smile more.	I will take back the outcome from today's conference at the next volunteers' day at Hidcote in March.
Eric Jones		Skills Audit.
Lynn Ellis	Re: NT initiative on local food! Suggest a farmers market in the stables!	To train volunteers with foreign language skills to give info by a given 'language script'.
Mrs B Proffitt		Info to local associations about relocated existing members.

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Mr D C Ashford	Use of mentor as induction for new volunteers.	More meetings of volunteers to discuss, update etc on properties?
Tony Rees	Wait until I meet people, not to pre judge 'information received'.	
R Avery	Keep volunteers better informed.	
Mr N Irwin		Brief the committee, report at AGM and review how SUHL reacts to potential members.
Denis Dickinson	Listen more to what visitors say and try to convey their thoughts and pass on my own interests in the Trust.	
Mrs N G Ford	Meet and greet with smiles and helpfulness.	The Trust next to Bristol is in the main holiday visits: on one hand things are improving. I will do my best to be positive, enthusiastic and loyal.
Mrs T Ferguson	Encourage young staff and volunteers	Acquire a wider and deeper knowledge of history (which I hated at school) not only about Corfe Castle.
Vicki Povall	Get more knowledge of countryside properties and warden roles in NT.	
L Ruiz	Might enrol to do the gardening course, so I will not just rely on the 'paid' gardener for answers to visitors questions	All depends on cost however!
Rebecca Sheppard	Gain more knowledge and keep up to date with NT strategic aims.	To promote the ideas to the visitors.
Dr R F Symes OBE		Perceive greater level of instruction to Centres/Associations from HQ. This does seem to turn off centre potential committee members!
Andrew Jenkins	Try to cheer up. Rediscover passion names. Help others get involved enjoy volunteering.	
Stephanie Szakalo		Remember why you wanted to get involved - inject enthusiasm, creativity and passion!
Dan Jennings		Actively encourage my group members to play a bigger role. Ask them to take on responsibility for activities we undertake.

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Mrs V Swinburn	More eye contact and enthusiasm	Investigate schools visits.
Julie Smart	Positive interaction.	Find out more about the garden and its history to share with visitors.
Ann Clegg	Mottisfont has a volunteer conservation group which meet with staff once a month!	Would like to influence the setting up of a supporters group at Godolphin, aims, interests and fundraising for the restoration project. There is a local void which needs to be filled.
Carole Slater	Improve recording of volunteer information on local IT system.	
Mrs M Courage	Better management and structure for Volunteers. Better training /folders of information, improve communications.	Improving the grammar cards - what exactly is being asked? What is expected of volunteers? What are volunteers' expectations?
P Headford	Better co-ordination between properties, local centres, associates and Heelis - often delay of vital information.	
Rosemary Wills		Display of needlework. Now in store at Greyfriars Worcester.
Mrs C McCaw		Communication meetings with other volunteers on a regular basis e.g. Beginning and end of season / project etc.
Richard Watson	Keep raising profile of visitor experience and how we support those at properties.	
Peter Proffitt	Find new ways to recruit committee members.	
Margaret Rowley	Will try harder to recruit more volunteers.	
Joyce Schaffer	Will try to be interested in even the most mundane items.	
J C Goodman	Change all restaurant prices downwards, many punters and staff feel they are not value for money.	
M Crucefix	In my volunteering work I do not come into contact with the general public however, I will continue with enthusiasm, discipline and accuracy.	

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Alan Clegg	Improve publicity for Penwith Association, try to attract new association members particular the younger, re-energize the PNTA committee.	Report back at next PNTA meeting about the discussions and agenda items, also at Godolphin discuss the winter volunteer issues that have been raised.
MA Burgos-Thomas	There is a poet in residence in Heelis! Perhaps we can have one at Llanerchaeron!	
Margaret Crowson	Farmers Market on the Estate? X3 each year! Volunteers with foreign language skills.	