



# Mission Right

'Let's make the right choice'



**momentum**support®  
Cleaning & Security Solutions for Business

## CONNECT WEEKLY

### HEART TO HEART with the EDITOR



**Name: Joe Ellis**

**Position: General Operative**

**When did you join Momentum Support?**

In 2014 on the Dundrum Town Centre Site.

**Service is a high priority for Dundrum Town Centre. How do you impact the Visitors experience?**

When I joined Dundrum Town Centre, I knew I would be part of an Award-Winning Team as every member takes pride in delivering the highest standards expected in every aspect of the job. Customer Service is key for me so I always smile, have a professional image and a positive attitude. I am one of the first people the Customer meets on arrival to the Centre. From that first day I took to it all like a duck to water! I am so proud of the service that my colleagues and I deliver daily in the Dundrum Town Centre.

**What is it like to take a walk in your shoes for a shift in Dundrum Town Centre?**

My day starts at 2.30am as I begin to prepare for another adventure in the Dundrum Town Centre! My shift commences at 4am. My responsibilities include a variety of tasks such as washing the car park levels on rotation and reporting any faults with machinery on Site. I also carry out the "hand sanitation run" which includes checking and replenishing all hand sanitation units. I check many other areas such as the bathrooms on each level of the mall and the three main entrances including lift lobbies. My final destination is the Cinema building which includes three levels after which I take a well-earned break. I understand my duties are vital for the prevention of COVID 19. The remainder of my shift is spent doing administration in the office.



**What does it feel like to be part of a winning team in the Dundrum Town Centre?**

I have really enjoyed working at the Centre and we are a winning Team. I am just one link in the Dundrum Town Centre chain but an important one! Even if I say so myself! Not as important as Catherine the Site Manager! As she is the clasp that holds it all together!

**They say if you want things done ask Joe! Please share what motivates you consistently day after day?**

I get my motivation from seeing the end result. Whether it is the cleaning of a dirty floor or a toilet requiring cleaning or even a wage query from a colleague. No matter what the task is, I just get on with it. I believe if you have the right attitude then Momentum Support is the place to be as you will grow and develop your skills. Who knows where the journey will take you? When I look back to when I joined Momentum Support, I had zero computer skills. Today I can operate the computer, machinery and have also developed many more skills.

**The ancient Greeks would be most proud of the humoral medicine you share with others, what you say about that?**

Laughter is the medicine of a healthy mind. A smile costs nothing and with the compulsory wearing of masks we miss all the smiles! So, like the song goes "Irish Eyes are Smiling" I say **"My eyes smile for everyone!"**

