

WINDOW ON THE WORLD?

The Window is a unique corporate events experience in the heart of London



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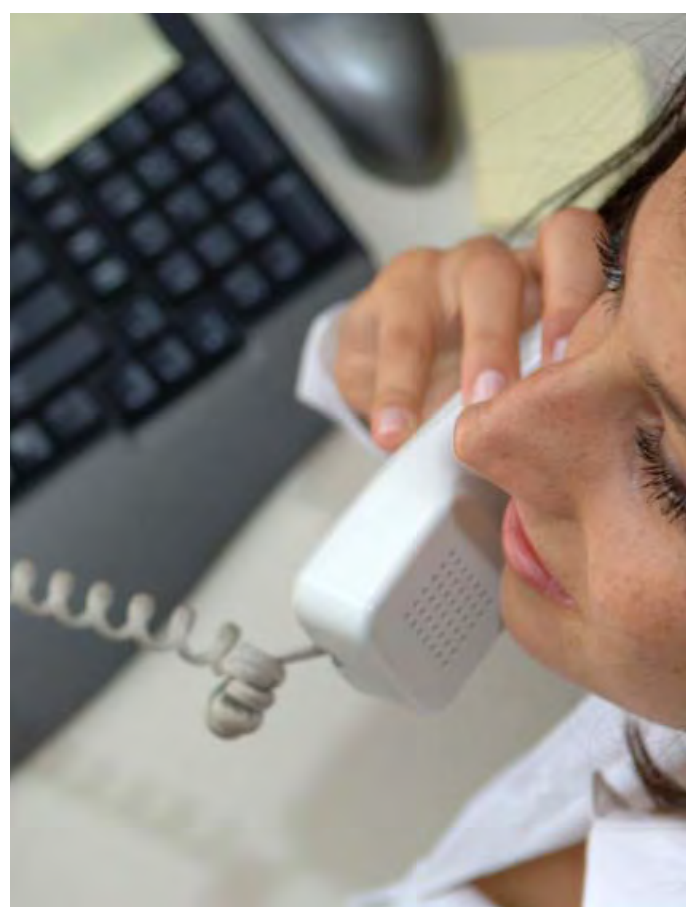
Keeping on top of negotiations

Negotiation skills are crucial so that our conference consultants can win the best deals for clients – so NYS recently invested in specialist negotiation training for our staff.

The training process started with external training experts shadowing conference consultants, to gain an understanding of how NYS works and what specialist skills our consultants need to use every day. A bespoke training package was then developed.

“We mixed up experienced and newer members of our teams,” explained Marie Dransfield, NYS Quality and Training Manager. “Feedback showed that older members felt the course was a useful refresher, while newer members gained valuable skills and benefited from other people’s experiences.”

The training was so successful that we now plan to repeat it every year as a refresher course, alongside further customer service training due to launch in the summer.



“I’d just like to say a massive thanks to NYS for the positive, friendly, polite and professional way they have assisted me with making arrangements for conferences. The team at NYS are always available to take my call, respond quickly to emails, change arrangements with minimum disruption, provide me with new prices promptly, and make recommendations to save money.”

Lorraine Wheatley, Jobcentre Plus

“NYS Corporate’s friendly and efficient service, and their knowledge of conference venues, has meant success for our events all over the UK. As a conference organiser I find the service they provide invaluable and actively promote their use to my colleagues.”

Matthew Ramsey, Health & Safety Executive

“NYS recently went through a transition period for their new system – and I must say I hardly noticed any interruption to my bookings. The staff were friendly, well mannered and very, very professional. And best of all, they all sound very happy – which reflects in my confidence to book with them!”

Steven Maguire, Pensions Service

In line with our ISO9001:2000 commitment, we continue to develop the geographical and venue knowledge of our team. We also develop our systems and processes to increase efficiency.

Customer feedback plays an integral part in making all these improvements.

Thank you to all those who provide such feedback.

“Staff at NYS always go the extra mile, and they maintain a positive attitude.”

Norman Sharp, Co-operative Financial Service

“For our two-day meeting in Bangkok, NYS not only found the venue but they also arranged all the accommodation. The service was excellent. We had no complaints – everything went really well.”

Judith Fairbairn, events organiser at the British Council



SPECIAL FEATURE

the window

A window of opportunity in central London

The Window is an island of reflective calm in the heart of bustling Islington.

It's immediately obvious that the venue provides everything you'd expect from a modern conference suite. The main delegates' room, with its spectacular views across the London skyline, seats up to 150 and can be booked independently or alongside several syndicate rooms.

A separate executive suite accommodates up to 40 delegates for a theatre-style presentation, or 25 in cabaret layout. Add wifi access in all rooms, in-house audiovisual services, disabled access, disabled parking and air conditioning throughout, and the scene is already set for a successful event.

But The Window also prides itself on offering something different. "I always recommend clients come and see for themselves what it's like," says director Kyrsten Perry. "It's experiential. It automatically makes you leave all your stresses and strains behind."

Nowhere is this attitude more obvious than in the design of the building itself. Formerly an industrial print factory, it's been skillfully converted over six storeys to incorporate clean lines and smooth, sweeping

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Kyrsten Perry, Director

curves. The effect is an atmosphere "infused with a powerful meditative depth and highly creative energy which inspire breakthrough thinking", according to the designers.

This holistic feel is so pervasive that the venue even offers a guided pre-event meditation service to focus delegates' minds on the task in hand.

Another notable feature of The Window 'experience' is its catering. The menu is exclusively vegetarian, and was described by leading nutritionist Patrick Holford as "the best conference food I have ever tasted".

And the venue has one final surprise up its sleeve: it's a charitable endeavour. All profits from The Window go to support its parent charity, EnlightenNext, whose aims are nothing less than to create a new moral, ethical and philosophical culture for the 21st century. Refreshing indeed. ■

[Book through NYS by calling your usual number or emailing us today](#)

Window on the world
The Window has set itself a target to become one of London's most sustainable venues. Environmental impact audits have led to sustainable practices being adopted across the business.



VENUE PREVIEW

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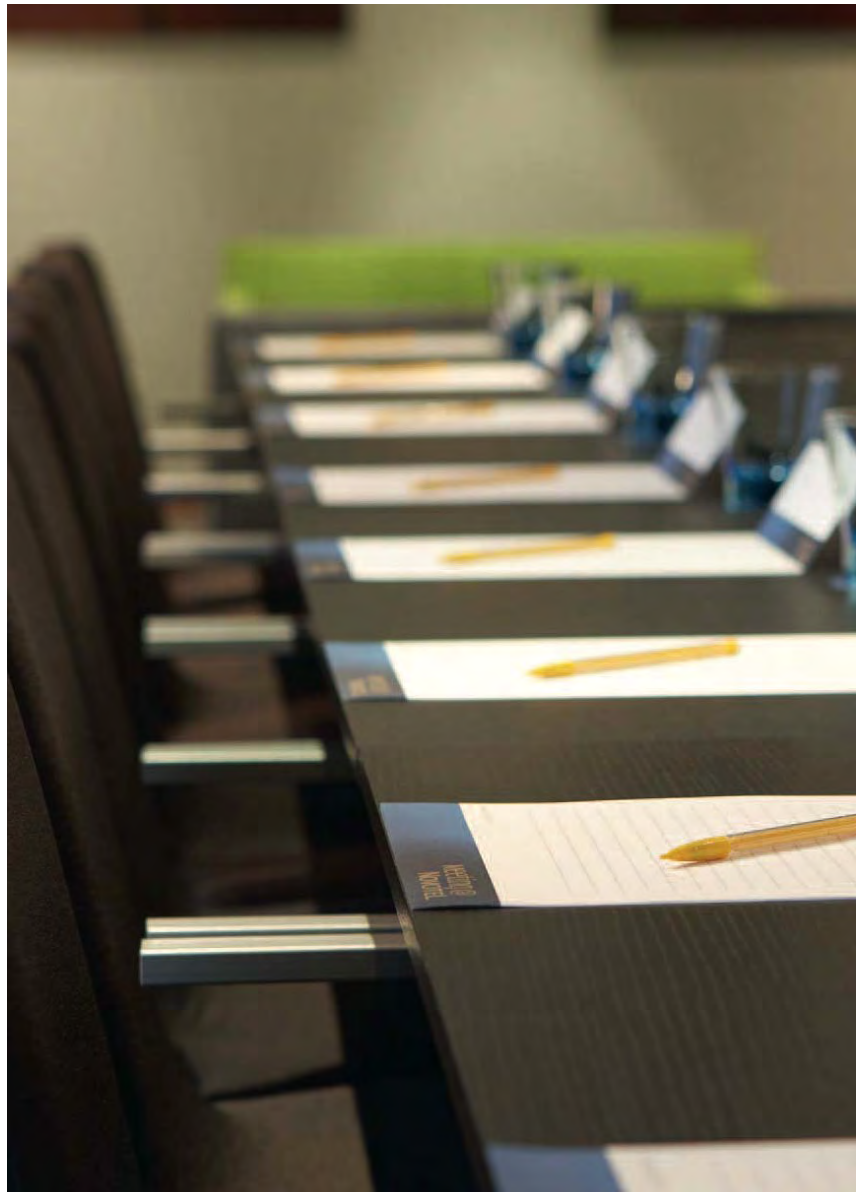
Welcome to our groundbreaking new venue close to Edinburgh city centre.

Novotel Edinburgh Park, which opens this month just three miles from Edinburgh airport, offers state-of-the-art facilities for meetings and events.

Extensive, flexible meeting spaces and purpose-built facilities make this the ideal choice for conferences, training events and team meetings.

- theatre-style capacity for up to 150 delegates
- natural daylight in all meeting rooms and breakout areas
- all-day restaurant and bar with taster, starter and main size dishes
- latest technology including wifi and Apple business corner
- 170 fully equipped Novation bedrooms
- designed and built with the environment in mind

To find out more or make a booking, call your usual number at NYS now.



Novotel Edinburgh Park: Book now on your usual number

