

A day in the life with...

Lorena Juraule

What is your official job title?

I work in Housekeeping

How long have you worked at LDO?

It has been four years. I joined about the same time that ABM took over. I'm from Romania and my family live here, so when I finished school I came here and joined ABM at LDO.

Did you have to have any special training when you joined?

In the beginning, the training I got was with my colleague –on-the-job training. But recently, we have been getting more opportunities for training.

Tell me about a typical day for you

The main thing is to focus on the priority tasks for the day. Usually, we focus on the rubbish bins and cleaning and wiping down the surfaces that are visible. If it is not too busy, then we can focus on the finer details. I call the matrix just "normal

things" – we clean the glass, clean the escalators etc.

How do event days differ?

They have a big impact! When it is an event, you focus on the important things like bins and spillages, it is too busy to focus on anything else. I personally really enjoy them because the team is all together, and you get the chance to be around people so the day goes much faster!

What is your favourite part of your job?

My favourite part is working with the team, fixing issues, and assisting with emergencies that bring the team together so we can work as a community. It is nice to help others, and at the same time, others can help you.

Where do you see yourself in 10 years?

I'd like to progress; I think everyone would like to. But four years ago, I didn't see any chance to progress, I didn't know anyone or anything.



It's hard when you change country and get your first job. But now, thanks to the people around me and the managers I have, I see lots of chances to progress because those people are very open to helping me.