

I wanted to provide a little feedback on my experience at Liverpool celebrates last night and specifically my experience of your security staff.

I won't go into the specifics other than to say my husband recently lost both parents within a short space of time and also turned 60. We dumped our kids (13 and 16.... he's my older man haha...which i like to remind him of daily now he is a 60 year old hahahaha) and headed down to Liverpool overnight for what we thought was going to be a quiet night.

By chance we ended up at Liverpool celebrates and speaking to one of your staff, Tony. I was trying to arrange something special for my husband and make the night a little more magically and Tony helped.

He is genuinely one of the nicest and most professional men I have met in a long time. He represented your company with dignity, compassion and dare I say it, even accepted our hugs at the end of the night.

My husband and I have 52 years of policing experience behind us, we are both still in public service (he is ambulance service now and I am with the government) and we encounter public facing staff daily Never, have I contacted a company to say thank you or heap praise on a member of staff. To be honest, all your staff were a pleasure to watch as they interacted with the crowd, smiled, tapped their feet and just seemed happy at their work. Not a sight you see often.... (we have done our fair share of gigs and public events, on and off duty...)

On leaving the venue, I said to Tony.. if you are ever having a shit night and wondering why you do the job you do ... remember tonight and what you did for my husband and remember you made a difference.