

CHECK INTO HOSPITALITY CAREERS GUIDE 2023

EMPLOYER SHOWCASE

The hotels, restaurants
and foodservice companies
looking for people like you

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career in hospitality

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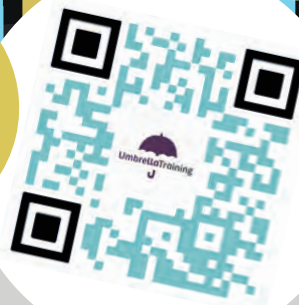
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CHECK INTO HOSPITALITY CAREERS GUIDE 2023





Welcome to *Check into Hospitality* 2023

Earlier this year it was reported by the Office of National Statistics that vacancies in hospitality were more than 100% higher than the corresponding pre-Covid period.

The hospitality industry in the UK is still being affected by the impact of Covid and Brexit and is crying out for staff. Operators in hotels, restaurants, pubs and bars and foodservice need people like you.

So, if you have strong leadership skills, you would be the perfect fit to lead a reception or housekeeping team. Maybe you are good with numbers – have you thought about a career as a hotel revenue manager?

Can you speak to others in a self-assured, persuasive manner and see yourself selling to agents, celebrities and musicians looking for hotels for their tours? Then how about a career as a sports, media, and entertainments business manager? Or how about working your way up through the kitchen by starting as a kitchen porter? The beating heart of a kitchen's brigade.

Whatever your strengths, hospitality offers opportunities at every level. It's generally a big, happy family with employers upping their

game when it comes to wellness and a duty of care and it's an industry that encourages creativity and positivity. Yes, the hours can be long sometimes, but it rewards commitment and passion.

In the following pages we provide a step-by-step guide to multiple roles and opportunities. We explain why hospitality is the sector for you, and which part of the industry you might consider – from city restaurants to coastal hotels, school, university and prison catering positions, to local pubs and bars, and hospitals.

This guide also includes a range of showcases from some of the best employers in the UK hospitality industry for more inspiration. All these employers will do their very best to support, develop and retain people like you.

We wish you well in your future career and very much hope you will join us in the world of hospitality.



Lisa Jenkins
Managing editor,
Check into Hospitality
lisa.jenkins@thecaterer.com

Shoot for the stars

Take off in a career in hospitality and before you know it you'll be rising through the ranks

Hospitality is a sector where youth is on your side. A third of the workforce is under 25 and, of the many who make it to the top, most will have had their first managerial role before the age of 30.

Few other professions take young people so seriously, nurturing, training and developing the next generation of managers from a notably young age. It's also proving to be an attractive career option for ambitious women, who account for 65% of the total workforce.

You do have one big problem, however – choosing a sector in which to begin your career. Hotels offer all sorts of exciting roles under one roof, from chefs to housekeepers, front of house managers and operations teams, while our UK restaurants, pubs and bars are renowned for being at the cutting edge of cuisine. Or you could flex your commercial acumen with a fast-moving foodservice company, spread your wings on cruise ships or enjoy the bright lights at a tourist attraction. The great thing is that your skills will be transferable, so you can move between sectors.

Working in hospitality is fun, fast-paced and sociable. It's also hard work, and you'll almost certainly work long hours or night shifts at some stage. However, if you choose an employer that offers good development programmes, your commitment will be well rewarded and your steady rise through the ranks.

No wonder the hospitality industry employs a whopping 10% of the British workforce, accounting for more than two million jobs.

→ A fast track for your ambitions

You may start relatively low on the pay scale, but it is undoubtedly possible to progress into management quickly on salaries that will rise well above the average.

And it's not just about the service side. If you have an interest in marketing or events, you can specialise in those areas. Similarly, there are great opportunities in finance, IT and human resources. And in all sectors of the industry, individuals can use their skills and experience to work abroad.

→ A sense of being valued

To be frank, hospitality needs you. There is staff shortage across all job functions and thousands more are needed to fill the gaps.

Employers are doing their utmost to support, develop and retain staff with talent, and with two out of five workers aged under 25, they clearly take young people seriously. You'll find that business-oriented qualifications and on-the-job training schemes are tailored to all levels.

→ Ongoing development

The top hospitality companies offer mentors and their own programmes – as do professional bodies in the sector, such as the Institute of Hospitality – who provide training and progression in management and leadership skills at everything from introductory level to advanced.

→ Opportunities for all

The beauty of hospitality is you can have a fulfilling career without having to be academic. Personality and common sense will take you far, particularly front of house – behind a bar or on a reception desk, say, but for those who want to progress, any qualifications you've already got will make your ascent that much swifter.



“
It is undoubtedly
possible to
progress into
management
quickly on salaries
that will rise well
above the average”



Three reasons to choose a career in hospitality and tourism

1

There's a career to suit you

If you like to keep active, there are hands-on roles in the kitchen, and a career in pubs and bars is perfect if you love being around people. Hospitality and tourism include the fast-paced world of events, visitor attractions and hotels. Each sector offers a unique working environment and its own set of careers. You could manage a youth hostel, co-ordinate multimillion-pound events or create amazing dishes as a chef – the world is your oyster!

2

Work hard and you'll soon be promoted

If you want to work your way to the top – and fast – hospitality is an ideal place to start your career. Many managers begin in entry-level positions and progress through on-the-job training. Learning on the job means the possibilities are endless. With the right training and experience, a kitchen porter can become a head chef. Did you know that there is high demand for hospitality managers? More than 225,000 managers are needed by 2024 – get the right training and you could be one of them, leading and inspiring your own team.

3

Two million people can't be wrong

The UK hospitality and tourism industry boasts a workforce of more than two million people. Restaurants and hotels have had massive growth, and the best thing is you're definitely not stuck for choice with a career in either sector. Waiting staff, sommeliers, event co-ordinators and food and beverage managers all play a part in creating the welcoming hospitality experience.

Who can help?

Start here to find out which organisations can help you start your career

Institute of Hospitality

The professional body for managers and potential managers
www.instituteofhospitality.org

Not Going to Uni

Find apprenticeships, college courses or work experience
www.notgoingtouni.co.uk

Springboard

Springboard aims to help young people find training and work placements
www.springboard.uk.net

CareerScope

Advice from industry experts including skills training, CV building and interview practice.
<https://careerscope.uk.net/>

Where will you end up?

The skills you will develop in a hospitality job will mean you can transfer between many sectors, including:

- Hotels
- Serviced apartments
- Restaurants
- Pubs, bars and nightclubs
- Food and service management
- Hospitality services
- Events
- Tourist services
- Visitor attractions
- Self-catering accommodation, holiday parks and hostels



Springboard can help you to secure a fantastic career in hospitality, leisure or tourism.

All of our courses are free to participants, and include:

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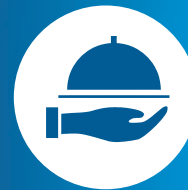
"I was on universal credit, applying for jobs each and every day with no success. Now, I've progressed worldwide and it's also built my character up so much that I'm proud to be me. While doing the course, I enjoyed the mixology and drinks session and this paid off. I've obtained a supervisor role and aim to be a manager of my own bar one day soon." - Ryan

Visit springboard.uk.net/our-programmes to find out about our courses and register



Get your foot in the door

Which will you choose? A job in hotels, restaurants or foodservice all offer their own path, but with one single destination: a rewarding career in hospitality





Careers in hotels

Hotels come in all shapes and sizes with opportunities to match. A big hotel is almost like a small, exciting city, buzzing with activity, where you can find your own niche. Such properties are powered by an unexpectedly varied range of people armed with a variety of skills – concierges, maintenance teams, receptionists, housekeepers, gardeners, HR professionals, chefs, technology gurus, managers, waiters, sales and marketing teams

and so on. There are far too many roles to list here, but you get the picture.

In short, hotels offer you the chance to gain experience across an exciting choice of jobs and to build an interesting career in an array of work environments – large groups, luxury boutique properties, mid-range hotels, independent country hotels or international giants.

A good employer will support your personal development, and those of you with drive will

progress steadily through the ranks. Those without qualifications will rise gradually, while those with degrees or diplomas can fast-track into management.

As well as the obvious brands, such as Hilton, Radisson and Dorchester Collection, there are a plethora of quirky, cool companies to consider, such as Firmdale or the Hoxton hotels, or budget hotels such as Premier Inn. Many, such as the Pig group, also run apprenticeship schemes.

Why hotels are a great place to work

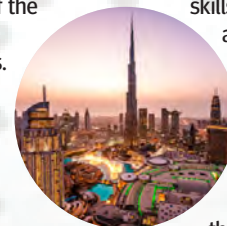
“There are many reasons to pursue a career in hotels. Many people join the industry without any experience and progress into senior leadership positions. People working in hotels are driven by a passion for the profession. In this sense, the industry offers more than a job as colleagues become friends and enjoy coming to work in a creative and fun environment. A career in hospitality can also offer people the opportunity to travel and develop transferable skills around communication, teamwork and innovation. This industry is for anyone wanting a challenge and a sense of fulfilment; where individuality is not only accepted but encouraged.”
Livvy Wharam, learning and development manager, PPHE

“Hotels cover all facets of hospitality and are a great place to start or continue your career. From rooms to F&B, plus fitness, wellness and spas, there are so many skills to learn. Early in your career you can gain people management experience with small departments and teams, which is invaluable. Working for larger groups means you might have the opportunity to travel and see different parts of the world, or you could stay in the UK and work in small boutique hotels or five-red-AA-star hotels – each offers new skills and knowledge. It’s a career that simply never stops. There’s always something to do or learn.”
Steve Rockey, people director, Lime Wood Group Limited & Home Grown Hotels Limited



International opportunities

Good news for globe-trotters: your home-grown hospitality skills are still in demand across most areas of the world, particularly if you join one of the luxury hotel giants. For instance, international groups including Marriott, Hilton and InterContinental offer sought-after graduate training programmes. Popular destinations are the UAE – particularly Dubai – as well as



Australia, the US, the Caribbean and the Far East. You could even transfer your skills to cruise ships or enjoy stints at ski resorts, too. You will need a visa to work in many places, but if you secure a job with a blue-chip company, your employer should help you. Similarly, although Brexit means EU countries are less straightforward than they once were, once you get a job offer the visa should follow.

“Hotels are such great places to work within the hospitality industry. You can learn new skills and grow fast at one location, or alternatively as you progress you can choose to work in different hotels across the globe. It is one of the very few industries where you can advance your career and income in a variety of ways by trying different roles as you develop, moving through various positions and ultimately progressing longer term to a senior executive role.”

It’s an industry where you must be passionate about working with people and truly love what you do. I’ve been fortunate enough to see the world through my work in hotels and I could not see myself working within another industry.

Jon Dawson, group director of people development, Lore Group





Careers in restaurants

It's a quirky fact that many students start off working in restaurants and gastropubs while studying and then become so hooked on the fast-paced, fun atmosphere that they decide to make it their career.

Working as part of a lively team and interacting with customers is part of the attraction, but ambitious go-getters are also drawn by the opportunities they see to fast-track into management or gain skills to one day run their own business.

Roles front of house range from managers and sommeliers to waiters, hosts and bar staff, the reservations team and more – all need to be as passionate about food as their chef colleagues back of house. A good employer will develop your confidence to discuss dishes and allergies with guests, or answer questions about sustainability.

Happily, there's an environment suited to everyone, ranging from casual dining operators such as Flat Iron and Dishoom to sleek upmarket groups, like D&D London, as well as high street stalwarts such as PizzaExpress and Michelin-starred restaurants such as Core by Clare Smyth. And if your sights are set on operational management, you could consider a chain, such as the Restaurant Group.



Why choose restaurants?



“All the skills you learn in hospitality are transferable, and the friendships and connections you make within the teams are lifelong – it is one of the best communities and incredibly rewarding. You could be passionate about produce, people, training, business, numbers, entertainment, marketing, leadership, charity, sustainability – restaurants and hospitality cover it all, and provide you with real hands-on experience and loads of opportunities to do different things. You will grow as a person. Hospitality provides a platform to move into something more specialist within the industry, or even to run your own business. We see this happen all the time at Hawksmoor – we want people to relax and be themselves and to support them to develop meaningful careers.

Louisa Richards,
restaurant
director,
Hawksmoor
London



Careers in foodservice

This sector offers variety, opportunity and career progression. It encompasses all areas of catering, from fine dining to school canteens, airport outlets and museum cafes. There's VIP catering at a race course or in City dining rooms, or jobs on oil rigs or at a royal garden party. It simply differs from restaurants in that your employer has to win a contract. So, who can you work for? Well, employers include multinationals such as Compass and Sodexo; large independents such as BaxterStorey

or CH&Co; niche caterers such as Bite, Rhubarb or Vacherin; or in-house caterers. You'll be offered a structured career path with the corporate big guns, but arguably the smaller companies might encourage more creative input. The sort of roles on offer include chefs, waiters and F&B managers through to operations, marketing and sales manager. And if you demonstrate a passion for good food and service, you could find yourself on an exciting journey from working the floor to a seat at head office.

Why the foodservice sector is such a great place to work?

“In which other industry can you start with no qualifications and rise to chief executive – pretty quickly too. There's nothing more rewarding than having a positive impact on every stage of [people's] lives, from giving children a lifelong love of food and nutrition or a worker a delicious coffee to experiencing the joy of hosting a wedding or working with the elderly and vulnerable. If you embrace it, it will allow you to explore ideas and your own potential, making a difference to everyday lives and the world at large through technology, sustainability and the ubiquitous smile.”

**Deborah
Homshaw,**
managing
director,
CH&Co



“As a vibrant, global industry that champions being an employer of choice, hospitality has some incredible opportunities for young people. With the potential to become a job for life, many businesses offer flexible working patterns that fit around university timetables, and with excellent vocational training options. An ideal starting point for those looking to 'earn as they learn' is a kitchen. It is a great place to gain team experience and, with so many talented, diverse and passionate chefs ready to share their knowledge, the scope to learn from the best of the best is immeasurable.”

Paul Robottom,
owner-director,
Signature
Dining &
Signature
Education



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Institute
of Hospitality

instituteofhospitality.org

FOLLOW



LISTEN



Earn and learn

An apprenticeship is the perfect opportunity to start work while continuing your education

The background of the slide features three target boards. The leftmost target is in sharp focus and has blue concentric rings. The two targets to its right are blurred and have grey concentric rings. A white sign with a blue border is suspended across the targets by a thin white rod. The word 'APPRENTICESHIP' is printed on the sign in large, bold, blue, sans-serif capital letters.

APPRENTICESHIP

A great way to be trained on the job – and, importantly, earn while you learn – is through an apprenticeship. And now large employers are being incentivised to invest in you through the apprenticeship levy.

Earn a wage while developing your skills

Apprenticeships allow you to earn a wage while you gain practical experience. They mean no student loans and no tuition fees. You might start out on a standard apprenticeship salary, but as you develop your skills, you increase the possibility to earn more. In fact, a recent report from Barclays and the Centre for Economics and Business Research found that an apprentice's lifetime earnings can surpass university graduates' by up to 270%.

Secure great career prospects

An apprenticeship means you're able to progress your career quickly. You might have the opportunity to carry on working in the same place, or you could look for a similar job in a different company.

Having industry experience goes a long way, so being able to show that you've got that, plus an apprenticeship, will give you a huge advantage over other applicants.

Get support to help you develop and build your career through high-quality training

One of the advantages of doing an apprenticeship and being able to put the skills you learn into practice is that someone will always

be on hand to learn from and show you how things are done. Asking questions, taking on more responsibility and trying new things will help you develop.

What apprenticeships are available?

If the above benefits weren't enough, employers have been developing new apprenticeship standards, which are set to replace the existing apprenticeships.

The new apprenticeships will train you to a 'gold standard', which has been agreed by leading industry employers to ensure you have the skills, knowledge and behaviours to succeed in the industry – plus it will be recognised and transferable, should you choose to explore opportunities with another company.



Skills London

A great way to meet potential employers and find out more about apprenticeships is to head to a careers fair. The biggest of its kind is Skills London, which is a careers event for 15- to 24-year-olds and their families.

www.londonfirst.co.uk/skillslondon/home

To search for hospitality apprenticeship vacancies, visit www.hospitalityguild.co.uk/job-search or www.findapprenticeship.service.gov.uk/apprenticeshipsearch

Further opportunities to develop your career

FutureChef

Springboard's FutureChef helps young people aged 12-16 to learn to cook. It inspires them to explore food and cooking as a life skill by developing their culinary talent and informing them about entry routes into the hospitality industry.

www.futurechef.uk.net

The Academy of Food & Wine Service

The Academy of Food & Wine Service (AFWS) can enhance your career as a food and beverage assistant, manager and beyond.

Wherever you are in your career, its bespoke training courses, competitions and events can help you develop your knowledge, confidence and customer service.

www.afws.co.uk

UK Housekeepers Association

The UK Housekeepers Association (UKHA) aims to improve and promote the professionalism of housekeepers, provide a forum to gather information and ideas, and establish training and educational support for the workforce in the industry.

www.ukha.co.uk

British Institute of Inkeeping

There are many ways the British Institute of Inkeeping (BII) can help an individual starting out or developing a career in the licensed trade. Its training programmes and qualifications can help pub and bar professionals improve their career prospects, and all members can receive ongoing career guidance from a mentor.

www.bii.org



University of East London

UEL courses are expertly designed to give you the skills and experience that employers need. You'll learn in ways that reflect the real world of business, gain hands-on experience and be taught by industry experts within hospitality, events and tourism.

Our reputation and connections can provide opportunities for you to gain work experience and build your professional network.

All courses within the Institute of Hospitality and Tourism are accredited by the Institute of Hospitality. We also have memberships with the Council for Hospitality Management Education and the Association for Tourism in Higher Education.

Being based in London we have fantastic links with hotels, events teams, venues and restaurants throughout the capital where you'll have the chance to visit iconic cultural and tourism hotspots.

Our East London locality means we also have major conference and sporting venues on our doorstep such as the ExCel Centre, O2 and the Queen Elizabeth Olympic Park.

UNDERGRADUATE

Airline and Airport Management

Events Management*

Events Management with Entrepreneurship

Events and Hospitality Management Top Up

Hospitality Management*

Hospitality Management with Entrepreneurship

Hospitality Management with Revenue Analytics

Sport Business Management*

Tourism Management*

Tourism Management with Entrepreneurship

ESports Top Up

***Foundation year and placement year available**

POSTGRADUATE

Events and Hospitality Leadership

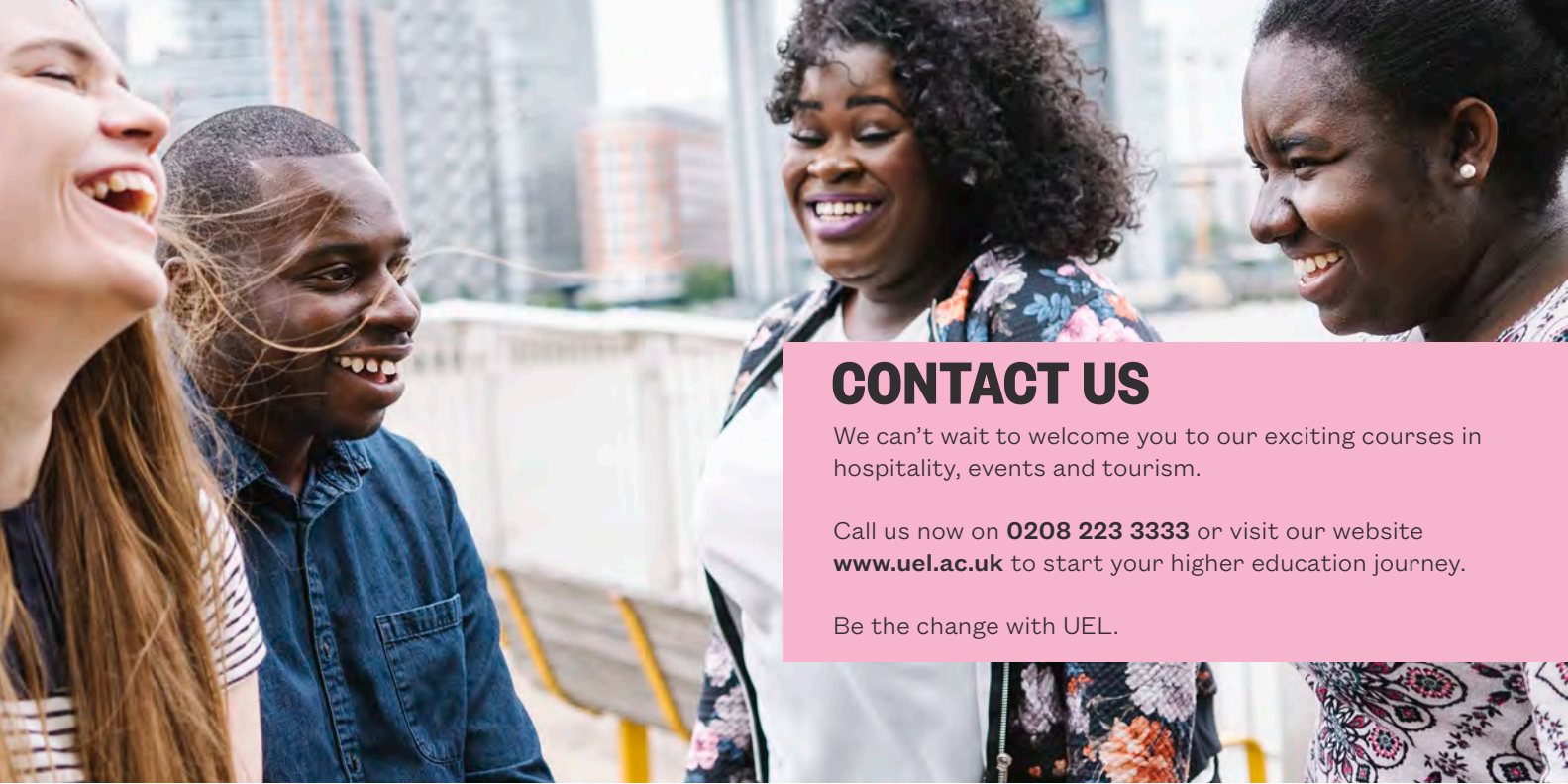
Innovation and Sustainable Hospitality

Sports Management

Sustainable Tourism Development and Management

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Student Satisfaction for Hospitality,
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(Guardian League Table, 2021)



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- UEL Skills Academy, where external professionals deliver sessions on the competencies most prized by graduate employers.
- Internships, placements and volunteering opportunities from our work placements team.
- Professional mentoring scheme, matching students with staff from major companies.
- Networking opportunities and annual careers fair.
- Support with setting up your own business.
- Opportunity to represent the university in national and international competitions.
- Regular industry and guest speakers, field visits and residential field trips.



The wealth of cultures and knowledge that is shared peer to peer and acquired through active engagement in the lectures, field trips, competitions, societies and talking to employers has given me a different appreciation and holistic understanding of the hospitality, tourism and events industries.”

Izabel Miti (BA Hospitality Management, 2020)

First impressions

If you follow a few simple tips, you will find your big interview far less stressful. The experts have weighed in with their winning advice...

It's ironic isn't it. You are thrilled to be invited for that big job interview, but when the day dawns you feel nervous – and that's only natural. The key to a good interview is preparation and, happily, we have spoken to a number of employers who have shared some excellent techniques to help you stand out from the crowd.

Everyone we spoke to agrees it's a given that

employers in the hospitality industry will be looking for candidates who offer a warm smile and make eye contact when they approach you. Dressing for the brand you are applying for – particularly if it is formal – is another obvious one. Don't worry too much, though. At the very least you need to look well-presented and tidy.

Each job has different responsibilities, but there are always some general questions, such

as: "What skills and personal qualities do you think are needed for this role?" and "Why do you think you would be suitable for the job?"

Patrick Jones, general manager at four-star Tewkesbury Park in the Cotswolds points out that hospitality is ideal for young job-seekers, being "fast, varied, exciting, fun and sociable. A genuine career you can gain skills in".

Being young, you might not have much experience of working in the industry, but a good employer will be looking beyond that, Jones says he looks for candidates who show confidence around people but not arrogance because everyone has got lots to learn.

He adds: "Then those who are realistic in their expectations; engaging and willing to listen. Of course, you'll be well turned out and because you'll be meeting all sorts of people in your work, you'll need to be able to speak clearly, politely and display that old quality – common sense. We look for how you are likely to get on with others and how creative you might be. You could be our entrepreneur of the future. The sky's genuinely the limit."

Importantly, he describes the interview as a two-way street. "It's as much your chance to find out about a company and job as it is for an interviewer to find out about you. The best interviews are engaging conversations.

At the end, both you and the interviewer should feel far more knowledgeable about each other and consequently both make a better decision.



Patrick Jones' tips on how to prepare for your interview

In advance:

- Find out about the job and what you might you be doing
- Research the company – just get a basic understanding of who they are, what they're about, how big, how good
- Try to visit in advance to soak up the atmosphere. It'll help on the day because it will feel more familiar
- Think about what you might have done in your life that could help explain why you'd be good and why you're interested
- Think of things you'd say if you were asked why you'd be good at the job
- Don't forget to make a note of your notice period if you're changing jobs and any holiday commitments you already have. It shows you're organised
- Think of why you're applying – we all work for money to pay our bills but an interviewer wants to hear about how you can contribute to make the business better
- Remember to be enthusiastic and demonstrate your personality – it helps to show your confidence and how you'll be a good asset.
- Don't take anything for granted – ask. It's best to find out now

On the day:

- Arrive in good time and make sure you feel comfortable
- We all suffer cancelled trains and traffic jams, so if you've got one, telephone ahead to explain and offer a realistic timescale
- Dress appropriately for the environment you'll be visiting
- Don't forget everyone's human – you get five seconds to make a good impression; your body language will count; an engaging smile is worth a lot



- Above all, always be yourself and don't be afraid to confidently show your views on work-related issues. People who try to second-guess what an interviewer is looking for tend to come across as either insincere or hesitant
- It's about you and the job – a good match will kick-start your career; you'll be happy; you'll be successful; and you'll likely stay for a long time.

You should also have your own questions, too. Allan Heard, account director, Searcys, understands that for young people an employer's approach to social impact and sustainability is important. Searcys's, for instance, has a social enterprise Brigade Bar + Kitchen and a partner-charity Beyond Food, which offers work experience to students.

Heard adds that candidates should also be asking their interviewer for examples of how the company invests in career journeys – from flexibility in working hours to over 40 learning and development programmes and mentorship. "In the past month, three of my colleagues have been promoted to general manager or deputy manager positions, which is a testament to how we develop the people. We want you to join, enjoy and stay," he says.

What the recruitment expert says ...



Nobody knows more about winning interview techniques than those working in recruitment agencies. We asked Gail Kenny, founder of Gail Kenny Executive Recruitment,

to share her knowledge of what gets you noticed by an employer – whether you are going for management job or an entry role.

Who will thrive in this industry?

"It offers so many diverse careers [so] is one of the few where people with talent, focus and determination can work their way up through the ranks to well-paid, senior roles relatively fast. It's not all about operations; there are so many other opportunities such as sales, marketing, finance, digital/social, revenue management, events... And you get to do it in great environments with great people."

Is it a good time to enter the industry?

Current labour shortages mean it's an excellent time to join.

How can you stand out and land the perfect role?

We'd recommend:

- Be well prepared and do thorough research, on both the hiring manager and the employer
- Be punctual, look the part and demonstrate authenticity
- Show interest and enthusiasm, engaging the interviewer
- Relate your achievements to the employer's business so you're painting a compelling picture of why they need you
- Leave a lasting impression by asking a couple of well-considered questions, and follow up afterwards.

www.gailkennyrecruitment.com

Top tips from the HR experts to get you through the interview ...

“We are not asking for lots of experience. We are looking for tenacity and attitude. This is the ability to read the room, emotional intelligence, enthusiasm, a natural ability to listen and to accommodate. Also, an ability to work in a team when it comes to service and that involves teamwork and strong communication skills.”



“At interview, I tend to ask: “What makes great hospitality for you? Knowing what makes great hospitality is what makes an excellent candidate. Even if you’re starting out in the industry, having the knowledge of one

stand-out experience you’ve personally had can then be reflected in the work you go on to produce and deliver.

“Tell me about a recent experience when you received great hospitality and what made it special?

“If I were coming to dinner at yours tonight, what would you cook? And if they don’t know how to cook, it’s not a problem. Just let me know what you would order.”

Allan Heard, account director, Searcys



“The type of person who always catches my eye is someone who knows why they have applied for the role and have researched the company, so they have an appreciation of what it stands for and have aligned

the two things together. I love meeting people who have really thought about why they have applied and are - albeit probably not feeling it at the time - excited about meeting up and joining the business.

“There’s nothing worse than speaking to someone who obviously hasn’t researched the company and so cannot explain what benefit

they think they can gain from their time in the business or what they can bring to the business with the skills they have.

“Oh, and a smile. A smile always goes a long way to make someone stand out.”

– Steve Rocky, people director, Lime Wood Group Limited & Home Grown Hotels Limited



“As a business, finding the right person for the job is essential to us. We strive to be an employer of choice, and it’s always a pleasure to interview someone who has taken the time to learn a little about us, and who

shares an affinity for our aims and ethos. We look for a candidate who demonstrates an enthusiasm not just for our company, but for the industry as whole. Another key quality that we seek in our new team members is a passion for good food that is cooked well and presented beautifully, because a genuine love of food is something that cannot be taught. Along with a willingness to learn, these are the key factors that we look for at interview.”

Paul Robottom, owner director, Signature Dining & Signature Education

“Creative and future thinking are essential, but they have to be balanced with a real desire and ability to continually learn, to do a job thoroughly and to see it through to the end. Energy, determination, agility and self-awareness are important attributes, together with a desire to make a difference.



“The moment somebody walks through a door we naturally make a quick judgement. So, having presence will make the interviewer more confident as well as the interviewee. In any workplace you need to be

noticed and listened to (for all the right reasons). But remember, confidence without arrogance and a smile goes a long way.

“Nobody goes to work to do a bad job and it is more often a lack of training or direction that causes issues, but this is two-way. Speaking up when things are not going well or you’re not understanding something is also essential. Demonstrating the ability to challenge as well as deliver, is also key to success.”

Deborah Homshaw, managing director, CH&CO





Charlene Beaney

The delivery driver for food wholesaler KFF talks to *Lisa Jenkins* about working in the male-dominated world of HGVs

Did you study a hospitality-related course at school/college or university?

No, I actually studied childcare.

What was your first job?

I left school at the age of 15 and started a cleaning job at Maidstone hospital.

What initially attracted you to working in hospitality?

I was quite young when I started at the hospital and, as I grew up, I started to find the prospect of working in an environment where I was able to interact with customers and generally have fun working with a team of like-minded individuals much more appealing than cleaning.

What was your first job in hospitality?

Aged 17 when I went to work at the local AMF bowling alley. It was great fun.

How did you make the transition into a job in hospitality?

While I was working at the hospital people I knew who worked at AMF started to say, "Come and join us, you will have a lot more fun". I think it just appealed to my young mind.

Who was your first mentor/role model in hospitality?

I guess my first role model was Gordon Ramsay – he is amazing! As soon as I tasted his food it

"We are all aware of the shortage of HGV drivers and I wanted to give myself a qualification that is sought after, while doing something I love"

was heaven, and I have never tasted anything like it since. In the world of driving, it would be Lisa Kelly, a US truck driver famous for the Ice Road Trucker series on TV.

How did you decide on your career direction? Were there any influences, influencers or experiences that encouraged you?

Believe it or not, I only passed my driving test in 2016. I wasn't a 'car girl' up to that point, it was only when I got my first car that I really fell in love with driving.

I asked a friend, who worked as a picker in the warehouse at KFF, whether they had any vacancies and he said they only had van jobs. I said: "Brilliant, set me up with an interview".

At the interview I was told that it was a male team of 60 drivers, to which I replied: "You aren't going to treat me any differently to the others, so it doesn't bother me!"

Have you embarked on any additional personal career development?

I am working on my Class 2 HGV driver training and have just passed my theory test. We are all aware of the shortage of HGV drivers and I wanted to give myself a qualification that is sought after, while doing something I love.

What challenges have you faced?

Believe it or not, being a woman. In my early career women were expected to do more than men at the places where I worked. I am delighted to say this is not the case at KFF, they are very respectful and have supported me 100% in my quest to achieve Class 2 status.

What could be done to attract more woman?

There is still an outdated view that women should raise children and do the cooking. That said, I think it's also the case that women need to have more faith in their own abilities. Look at me. I thought I couldn't do it and here I am driving a 3.5 tonne truck, doing my Class 2 and leaving all the guys behind!

Do you have any regrets?

I wish I had done HGV 2 sooner.

What advice would you give to someone starting out in the industry?

Be strong, be independent, and be mindful of what you say and do around others.



UKHOSPITALITY

Shaping the future of hospitality

UKHospitality is the authoritative voice for over 700 companies operating around 85,000 venues. The body speaks on behalf of a wide range of leisure and 'out-of-home' businesses, from FTSE 100 enterprises to niche groups and independent single-site operators, as well as 6,000 affiliated operators.

For the first time, the sector has a single voice bringing together businesses from all aspects of hospitality: coffee shops, hotels, serviced apartments, pubs, restaurants, leisure parks, nightclubs, contract caterers, entertainment, wedding venues, holiday homes, bowling alleys and visitor attractions.

Engaging with government, the media and the public, UKHospitality works to develop a robust case on how to unlock the industry's full potential as the biggest engine for growth in the economy and ensure that the industry's needs are effectively represented.

We aim to...



Promote the sector, so we are noticed and treated fairly



Protect commercial interests of hospitality businesses



Prevent restrictive legislation or taxation

**Find out about how we are
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Social science

Social media can make or break you in the world of work. Make sure you use your accounts wisely

Instagram

Instagram isn't just the place to share your personal photos, it can also act as a good window on your interests to a potential employer.

Show you are interested

Of course, you have interests outside hospitality, but make sure your Instagram profile also includes some references to the area in which you're keen to work. Include images of interesting meals or design elements in hotels and restaurants.

Follow the businesses you're interested in

Raise your profile in the businesses you're keen on by following their feed. Not only will it help you stand out, but it will also give you a feel for those businesses since you will be familiar with the elements they are most proud of.

Be social

Instagram isn't just about the images – remember the idea is that the site is a social network too – so make sure that you search words that are relevant to the area you're interested in. That way you can connect with others and learn more about their roles and interests.

Choose relevant hashtags

You can, for example, hashtag your posts to connect to a location or a particular sector within hospitality. Equally, you can search hashtags to find people or businesses that are of interest to you.



Twitter

Twitter is a great way for companies to get the measure of candidates outside a formal interview process – and for you to position yourself.

Create different accounts for different voices

Make sure you have a separate Twitter account for your business persona. It will help when jobseeking, and tweets about social life excesses will not impress a future employer. Don't tweet anything you wouldn't want a current or future employer to see.

Make lists

Create a list of companies and people with influence in the sector where you are job seeking.

It's all about the conversation

A business conversation consists of listening, contributing your own thoughts and

LinkedIn

This is the place to build a network of professional relationships. It is useful once you begin making industry contacts, but those looking to enter hospitality will find plenty of information too.

Ensure your profile is complete

By making sure your LinkedIn profile is 100% complete, you project a professional image and show that you are thorough and that you care.

Use it regularly

Send LinkedIn invitations to connect after you meet new contacts and use the site to source connections for future events.

Join industry groups

Sometimes these are used directly for recruitment purposes, but industry groups are also a good place to learn a little more about the issues in your chosen career.

Choose recommendations with care

Recommendations in LinkedIn can act as a powerful career tool.



responding. Make sure your tweeting reflects this etiquette, with a mix of tweets, retweets and mentions.

Straight to the top

Twitter is immediate and direct. No other social media tool lets you speak to the head of HR at a company you admire without a formal introduction.

Use #hashtags

Hashtags let you search on keywords that may interest you. Use them to preface your comments on any hot debate that may catch a recruiter's eye.

Tool up

Try one of the free tools, such as TweetDeck or Hootsuite. It will manage updates to other accounts and show who has responded to you.



Facebook

Facebook can be used as a tool in the corporate world as well as social.

Smile for the camera

It is now inevitable that a potential employer will check your online profile. While employers don't expect to see you wearing a suit or in a corporate pose, you should avoid posting those 4am worse-for-wear pictures.

Be picky about who you 'like'

Make sure there is some element of similarity in the companies that you 'like', otherwise it may appear as though you have a random, scattergun approach to employment.

Join groups that reflect your interests

If you want to work in hotels, then large hotel groups, small boutique properties and any brands that interest you might be worth joining.

Use it to learn about companies

Being part of a Facebook group can help you with background research before heading off to an interview.

Keep your private life private

If you use Facebook for your social life make sure employers can't access your account.



TikTok



Expand your awareness of potential employers with TikTok – but be careful about following trends

Explore the app

Many employers are now on TikTok. It can be a great opportunity to see what a company could be like to work for by assessing their voice and brand.

Anti-viral

Following trends can be great fun, but what appeals to your peers may not make you an employer's dream. TikToks go viral in an instant, and the app provides much less of a closed community than other platforms, meaning you're exposed to the world.

Take up a collection

Though you can 'like' videos to be able to find them later, adding them to your favourites allows you sort organise them – make a collection of people you may want to work for.

Dance dance revolution

Making videos can impress a wide variety of companies, especially if you show your editing skills or savvy ideas for content. Show off your transferable skills.

#TikTokResumes

Sell yourself with a video!





Roles available within Hospitality

Chef


Front of House Team Member

Housekeeper

Receptionist

Events Manager

Manager



Not Going To Uni showcases the alternatives to the standard university route, to school and college leavers. Our company is built on supporting young people in finding future careers, and we believe in educating students on all educational routes, ensuring they have the knowledge to understand all options available to them.

We work with a variety of Enterprise Employers, Training Providers, FE colleges, Gap Year Providers and SMEs, advertising their apprenticeship vacancies to our audience.

We are on a mission to change the way that young people engage with brands and discover their future careers. We work closely with schools, colleges, careers advisors and our team of NGTU Ambassadors to drive awareness of the fantastic alternatives to university.

The hospitality industry is a popular sector for Not Going To Uni users with a consistent stream of opportunities with major UK based brands and training providers. Our user-friendly site can help students navigate to the career they want, set up job alerts to be informed as new opportunities are posted and view case studies and blogs to research the industry.

The catering and hospitality sector offers a wide variety of different apprenticeships in restaurants, pubs, bars, cafes, nightclubs and hotels. From working in the kitchen to working front of house serving guests or helping management ensure effective day-to-day operations, there is something for everyone.

Voices of experience

What's the future for hospitality education? And what are young people expecting from their mentors when they join the industry? A group of hospitality professionals gathered to offer their advice

Gary Hunter, deputy executive principal, Capital City College Group at Westminster Kingsway College:

"We believe that the best way to support an apprentice is to match them with an employer mentor who will stay with them for their entire apprenticeship journey – someone to 'hold their hand' and if possible, for their entire career. It doesn't have to be their immediate line manager. Sometimes it's the extended learning that is missing.

Chris Galvin, chef patron, Galvin: Everyone needs an mentor who will care for them as they grow. There are enough of us out there and we need to make a change in our practices. We must change how we work as employers, as we have a disappearing talent pool.

Nick Vadis, culinary director, Compass Group UK & Ireland: All our apprentices have a mentor, and there is always someone if that mentor is not available. Our apprentices are never left alone.

Our Apprentice Chef of the Year competition drives them too. It's not just about winning – competing motivates and encourages them.

Steve Munkley, consultant chef and vice-president:

Craft Guild of Chefs Employers have a responsibility to look after their apprentices and workplace students. Some lecturers would not send their students to certain businesses because some people just can't mentor – and those that can't should get called out.



Inspiration and motivation

Lewis Walker

Head of higher education, the College of Food, University College Birmingham: Students want the ability to learn in their own time, at varying times of the day, and are digitally driven. They are inspired by success and relatable inspiration.

Gary Maclean

Executive chef, City of Glasgow College: I believe students of any age want consistency. We've also put talented, inspirational people in front of our students and have continued to teach them at the highest level.

Nick Vadis:

We've set up lots of virtual guest chef demos; it really helps if apprentices and students can listen to them first-hand.

Richard Larkin

General manager, the Royal Academy of Culinary Arts: The Royal Academy of Culinary Arts has organised virtual events, and a series of videos with RACA members, such as Sergio Rebecchi, Silvano Giralдин, Dimitri Bellos, and chefs Ruth Hansom and James Golding.





"In my opinion, mentoring anyone in any role must come from the top. Executive chefs, general managers and F&B directors all need to sign up to mentoring. It should be done during working hours to encourage more people to sign up to being a mentor without sacrificing too much of their own personal time.

"For us to keep people in this industry, we must be honest from the start about the negatives and the positives. There is alcoholism, drug abuse and late nights, but you also make life-long friends and get to work with your best buddies. Moaners have a way to change people's perceptions and drag them down a negative route; we all have a responsibility to show there is a good balance, and that there is support if needed.

"In terms of diversity in the industry, it's a mixed bag. In my experience the mixed-race students you will see are probably foreign students here for education purposes only. Within Asian communities, for example, our profession is sometimes scorned, and because parental pressure is very high, you may not find many taking steps to join the industry. There is also a fear that if you are Asian, you can only work in an Asian workplace."

The competitions that count

Chris Galvin: Competitions form a critical part of every chef's learning and help to create friendships. Kitchens are so tight and making time for a member of the team to enter a competition is such a big commitment in terms of resources and the cost of competing.

Lewis Walker: The curriculum will need to be prioritised to get funding and colleges will continue to rely on manufacturers and suppliers for commercial support to reinvest in the next generation of chefs via competition support. Let's focus less on the percentage of people that end up in fine dining. The industry is much bigger than that and craft skills are imperative. Being a chef is a trade: you need to know your tools, your ingredients. Learning these skills gives you pathways and directions, and there are so many different routes. Front of house is the same – you still need the skills.

Steve Munkley: The suppliers who support the competitions and colleges are incredibly supportive; relationships are forged through these partnerships. Respected competition ambassadors like Ruth Hansom and Adam Smith, who talk about their successful competition careers, are a real encouragement to others in the industry.

Which competitions are worth entering?

Gary Maclean: The Young Chef Olympiad is an exceptional example of a culinary competition. World Skills is another crucial competition for developing young people – they work hard with the students on mindset and creating networks.

Chris Galvin: The Young Chef Olympiad is a great example with incredible standards in all countries and it stretches our boundaries.

Nick Vadis: One of my favourite competitions is the Culinary Olympics and the organisers have worked hard to modernise it.

Steve Munkley: Salon Culinaire [part of HRC] has a wide-ranging schedule of competitions that are great for getting your name noticed by employers.

Gary Hunter: Young Chef Young Waiter is a good example for me, with the cook and serve element bringing front and back of house together. Toque d'Or is one of the top three student competitions in my opinion. It continues to evolve and include new challenges with a strong emphasis on skills enhancement.

Lewis Walker: We shouldn't forget the sector-specific competitions: Young Seafood Chef of the Year, run by Seafish, the skills tests at Salon Culinaire and, of course, Zest Quest Asia. It's so experiential – and what a prize! [a culinary study tour to an Asian destination.]



T Levels

A T Level is split into three sections: a technical qualification (TQ) is the main, classroom-based element. Students will learn about their chosen sector through a curriculum designed by employers and developed by an awarding organisation (AO). English, maths and digital provisions are also built into this element, ensuring students have a solid foundation of transferable skills.

An industry placement, which runs for a minimum of 315 hours (45 days) overall, will give students practical insights into their sector and an opportunity to embed the knowledge learned in the classroom.

A catering T Level will launch in 2023. There are ongoing consultations looking at the suitability of future T Levels in hospitality and the Institute of Apprenticeships is keen to hear views from the hospitality sector.

For more information, contact
Employer.Panels@education.gov.uk
or visit www.bit.ly/3eSlpbx

Front of house, front of mind

Gary Maclean: We need to make a cultural change and present more role models in front of house: who are the superstars? We must talk about front of house opportunities more and how quickly and successfully you can progress through your career.

Chris Galvin: We used to respect front of house roles much more. I believe that back in 1975 when nouvelle cuisine came along, diners lost their connection with waiters – the focus changed to the plate. Every ringmaster needs their understudy – so again it's about training and mentoring.

Sean Owens, deputy chief expert, culinary arts, Worlds Skills UK: We must start the process through schools and reverse the perception that working front of house is subservient.

Lewis Walker: There are still lots of front of house elements up to bachelor's degree level in hospitality management. The challenge, in my opinion, is at a higher level, and with existing government curriculums. We should be talking more about T-Levels, too (see above).





Yam Lok Hin

After studying pâtisserie around the globe, the executive pastry chef talks to *Lisa Jenkins* about living his dream at the Four Seasons London

Did you study a hospitality-related course at college or university?

Yes, I studied at pâtisserie schools across the globe, including l'École Valrhona in Tokyo, L'Atelier des Arts Sucrés in Belfort, France, Academy of Pastry Arts in Malaysia, Ecole Lenôtre in Paris and Sweetart in Munich.

Did you do an apprenticeship in hospitality?

Yes, at Swiss bakery La Rose Noire in Hong Kong.

What was your first job?

I started my career when I was 20 years old at Panash Bakery & Café in Hong Kong, where I stayed for three years.

What initially attracted you to hospitality?

It is a great platform to showcase my talent, and an opportunity to travel around the world. It is a very welcoming and versatile industry.

How did you make the transition into a job in hospitality?

I simply worked very hard and followed my mentors and kept learning every day until I knew I was ready to apply for jobs myself.

Who was your first mentor in hospitality?

Chef Angelo Agliano, he was executive chef at Joël Robuchon Taipei in Taiwan, but he trained me at L'Atelier de Joël Robuchon in Hong Kong, where I was chef de partie for four years.

"I have had many experiences working in some of the world's best pastry kitchens"

How did you decide on your career direction?

Becoming an executive pastry chef was genuinely my childhood dream. When I was young I visited pâtisserie shops and I was in awe of what they created.

Could you talk me through the steps in your career in hospitality to where you are now?

After working with Joël Robuchon, an experience that changed my life, I made the decision to move to Shanghai in 2011, working at the Peninsula hotel's one-Michelin-starred restaurant Sir Elly's, which allowed me to learn all about five-star hotel operations.

After three years, I took up the role of executive pastry chef at the Rosewood Beijing, and then in 2016 I was promoted and relocated to California and the Rosewood Sand Hill, home to the one-Michelin-starred Madera restaurant. There I was part of the team when it gained its star – a lifelong dream of mine!

In 2018 I joined the Mandarin Oriental in

Taipei, where I was executive pastry chef, managing a brigade of 31 pastry chefs, six outlets and two cake shops, before joining Four Seasons Hotel London at Park Lane.

Have you embarked on any additional personal career development?

I won the silver medal at the North American Valrhona Chocolate Chef Competition (C3) in New York City. It was a competition across America and Canada and the judge was Pierre Hermé.

Do you have any regrets?

I should have studied more in school when I was a student.

What advice would you give someone starting out in the industry?

Stay with it, make it happen, be positive.

What are your career goals?

I want to continue developing my career at the Four Seasons and to potentially work through the other two Four Seasons properties. I also wish to participate in a chocolate competition.

Would you recommend a career in hospitality to your friends and family?

100%. I couldn't imagine doing anything else.

Who inspires you in the industry?

Pierre Hermé.

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Are you interested in starting an exciting new career in the world of hospitality?

Careerscope is the hospitality industry careers hub and features the following and much more:

- Practical careers advice and information on the industry, employers and jobs available
- Free training to help you learn new skills and gain qualifications
- Everything you need to know about hospitality apprenticeships
- More than 30,000 live hospitality jobs with some of the UK's best employers
- Launch your career in hospitality today

"I was on universal credit, applying for jobs each and every day with no success. Now, I've progressed worldwide and it's also built my character up so much that I'm proud to be me. While doing the course, I enjoyed the mixology and drinks session and this paid off. I've obtained a supervisor role and aim to be a manager of my own bar one day soon." - Ryan

Visit springboard.uk.net/our-programmes to find out about our courses and register



**"We
want our
people to
challenge the
norm – we don't
like beige"**



BaxterStorey

Whether you're a world-class barista or love hosting street food pop-ups, there's a place for anyone who thinks differently at this caterer

We're not your average caterer. From live theatre cooking to street food pop-ups, handcrafted barista coffee and five-star hospitality, we're revolutionising workplace restaurants across Europe. And you'll be amazed where you'll find us – retail fashion and motorsport, sporting grounds, wedding venues and global investment banks. That's just a taster.

We want our people to challenge the norm – we don't like beige. We're all about setting the trends when it comes to great food and service. That's why we make sure our training opportunities inspire and motivate everyone, from our degree apprentices to those gaining industry-recognised qualifications through our Service Academy or Chef Academy.

We love working with those who are as obsessed as us about food. From *Great British Menu* star Kirk Haworth to National Chef of the Year winner Ruth Hansom, our chef partners are a big part of your development journey, and you'll enjoy lots of face time, from masterclasses at their restaurants to supplier visits.

We know how important that first flat white of the day is! We've partnered with two-time World Coffee in Good Spirits champion Dan Fellows to elevate our drinks menus and create an army of mixologists to lead our morning, noon and night offer. Dan is shaking things up to not only mentor you to be a rising star in coffee development but, if you're ambitious enough, to coach you to maybe become the next world champion!

We know the power in sharing good food stories. Our exciting street food agency FUEL Experiences works with over 60 street food partners to bring the high street right to our customers. We're elevating the street food

experience through theatrical pop-ups, authentic dishes and supporting local communities. From Kaleido salad rolls to Korean fried chicken, customers are experiencing food from across the globe without leaving the office.

Whether it's taking our food obsession to the capital's biggest food festival Taste of London, catering for the Women's EURO at Man City FC or creating Cornish Coronation crab crumpet canapés (what a mouthful!) for our biggest event yet at the Gherkin, we're big, bold and love what we do!

So, if you're obsessed about food, hungry for success and not afraid to push boundaries when it comes to great food and service, then come join our team of positive disruptors.

What's in it for you?

- Up to 28 days' holiday
- Flexible work-life balance
- Free lunch
- Support via our wellbeing portal, employee assistance programme and mental-health first-aiders
- Discounts available on our hapi app, from high street shopping to holidays, cinema, and days out
- Pension scheme
- Cycle to work scheme
- Golden Bite Scheme – a tax-free reward of up to £1,000 for each new sales lead
- Life insurance

Contact

Email recruitment@baxterstorey.com, follow us on Instagram and TikTok @baxterstorey, visit www.baxterstorey.com or call 0118 935 6700

Case study



Tabitha Kirby, account manager

"I started my career as a waitress and I'm now account manager for BaxterStorey's flagship site in Shoreditch, London, managing a team of 30 amazing people!

"I've been involved in some exciting projects, from launching new hospitality and wine tasting menus to mobilising our first in-house bar and building online booking systems.

"What I love most about my job is that there's always something fun going on – such as planning the next summer staff party with DJs and graze boards galore, hosting Thirsty Thursday cocktail nights or organising street food pop-ups with Oishi Don or Juici Jerk. And even better, this is all during nine to five – late nights or weekends are rare!

"BaxterStorey recently offered me the opportunity to do a mental health first-aid course, something I've always wanted to do. And I was awarded an Acorn Award this year, which is a real career highlight and something I'm extremely proud of."



"We nurture and support our people to Grow With Us, developing their knowledge, growing their skills and, most importantly, making sure they're happy"



CH&CO

From a premier league club to an ancient castle, this contract caterer has roles in amazing locations

Hospitality is an exciting and creative place to be. The incredible choice of roles and career paths means there's something to ignite the fire in everyone. With that comes amazing opportunities to explore, grow and achieve your goals.

Progressing from entry level right up to board level is a hospitality reality that's there for the taking. All that's needed is the right attitude, energy and determination.

Meet CH&CO

Creating exciting, memorable food and service experiences is what CH&CO is all about.

Great food and hospitality bring people together, whatever the location, whatever the occasion. We love seeing the smiles on our customers' faces as they enjoy one of life's greatest pleasures – whether that's at an event in an iconic venue, a Premier League football club, in a restaurant or café of a top law or media firm, in a school, university or a world-famous visitor attraction (think Kew Gardens and historic royal palaces).

If you like the idea of making a difference to someone's day at amazing locations in the UK and Ireland, then CH&CO is the place for you.

We also care about the environment and our people. Reducing our impact on the planet and promoting health and wellbeing are visible in everything we do – and we've won awards for it!

It's all about you!

Our people are everything and our inclusive culture focuses on supporting and developing

everyone; from the chefs and on-site teams serving our customers to our people at our offices in operations management, HR, finance, communications and marketing, procurement, and IT departments, to name but a few.

We want our people to grow with our exciting business. So, we nurture and support our people to develop with us, building their confidence, growing their skills and, most importantly, making sure they're happy.

Everyone is different and our flexible approach recognises this. We're here to empower you to find the best way to develop professionally and personally and to have fun along the way!

What's in it for you?

Here's just a taste of the benefits available to our people:

- A discovery induction that turbo-charges your first 12 weeks
- Accessible and inclusive career pathways for everyone, with regular talent and performance reviews
- Ongoing learning and development that meets everyone's needs, including:
 - Apprenticeship Academies
 - Leadership Management Development
 - Work-based training
 - Coaching and mentoring
 - Access to over 100 e-learning courses
- Flexibility to experience other areas of the business and even change your career direction
- Wellbeing and community support, focusing on physical, mental, financial, digital and social wellbeing

CH&CO apprentices

Welcome to CH&CO Apprenticeship Academies

Our vision is simple: to support all our people's growth, no matter who they are or where they work. The CH&CO Apprenticeship Academies embody our inclusive approach to apprenticeships that gives everyone (from apprentice to board level) the opportunities and tools to grow, progress and shine. And within our diverse business, with its wide range of sectors and roles, the potential is huge!

The CH&CO Apprenticeship Academy includes:

- Chefs Academy – developing new talent and supporting chefs at every stage of their career.
- Service Academy – creating confident hospitality professionals with world-class customer service.
- Business Academy – championing the development of our people in support roles from accounting and law to marketing and HR, and more.
- Leadership Academy – developing our future leaders in a way that will challenge them and help fulfil their career goals.

- Opportunities for all to work at famous, high-profile events
- Paid time off for voluntary work
- Workplace pension scheme and life assurance
- Discounts at well-known retailers
- Plenty of holiday days throughout the year.

Contact

We look forward to hearing from you.

Contact the People Team at:
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**"We
do not see
hospitality
roles as being jobs,
they are careers,
crafts, trades
and skills"**



Corinthia London

Training programmes, support and encouragement to create a luxury hospitality career, elevated

Corinthia London combines contemporary flair with traditional grandeur. We consider ourselves as London's elegant, uplifting grand hotel, intelligently designed for modern life. Situated in the heart of London, the hotel features 283 beautiful bedrooms, including seven penthouses and 51 suites, elegant restaurants, and bars and the largest, most breathtaking multi-award-winning spa in London.

A guiding philosophy of the Corinthia is that we do not see hospitality roles as being jobs, they are careers, crafts, trades and skills.

At Corinthia London your future is in good hands. We recognise that every colleague's journey with Corinthia London is unique. We value who you are, and we are here to set the perfect stage for your personality to flourish.

Hospitality opens many exciting opportunities, including working alongside inspiring and motivated people, career development and travel. It is a path that will enrich your life, and every new day will present you with countless possibilities to uplift the lives of others.

To achieve this, our aim is to set our colleagues up for success by investing in quality training and education to create a feeling of career fulfilment and contentment. Our mentors and programmes will elevate your performance and provide you with the tools to master skills to succeed in this exciting business of luxury hospitality.

The luxury world is where you belong, and we will elevate your desire to uplift the lives of our guests and the colleagues you work with by offering career prospects that span across many professions, including front office, housekeeping, food and beverage, and our award-winning spa.

All new colleagues joining our Corinthia

family attend a two-day induction programme which enables you to learn more about us a business and our core values, has guest speakers from colleagues within different departments and training to prepare you ahead of starting your new role.

Furthermore, we provide six- to 12-month internships and educational placements, as well as 18-month graduate programmes. Each programme is bespoke to enable you to experience varying outlets to give you a well-rounded understanding of a five-star luxury hotel, with the graduate management programme aiming to progress you ready for a supervisory role in one of our departments after completion of our detailed programmes.

If you wish to learn from inspired and motivated people at the forefront of luxury hospitality, and you are ready to make an impact in an environment that is setting the standards within luxury hospitality, we would love to hear from you.

Our promise to you

We understand what is important to you and our benefits offering has been tailored with you in mind – these are a small taster of what to expect when working with us.

- 29 days' paid holidays per annum (including bank/public holidays) dependent on contract and hours worked
- Discounted salon, spa, food and beverage and accommodation rates
- Discounted gym membership
- An Employee Assistance Programme
- Colleague social events
- Season ticket loan

Case study



Anne Rasing is assistant manager at the Crystal Moon Lounge and the Garden, Corinthia London

"I started at Corinthia on a management traineeship, and I felt the company was a great match because

it provides a classic five-star service with a modern touch. I signed up for the Gold Service Scholarship and I was trained by the hotel's greatest. Anything I needed, my team gave me, including training and lots of encouragement!

"I was recently promoted to assistant manager of the lounges. This includes the Crystal Moon Lounge, where we serve afternoon tea, the Garden for alfresco dining and the Spa Café with light lunches. I'm responsible for making sure all operations are streamlined, so the team and our guests are looked after.

"To me, hospitality isn't just about serving people, it's about the psychology of what you can do to create a memory for someone who you don't know anything about. Everyone is different, and finding that out is always a challenge, wonder and art to me. Once you've achieved it, nothing can stop you!

"What I enjoy the most about working at Corinthia is the finesse, elegance and indulgence that is provided to the guests by the team working to a level of perfection in a professional manner – that is unique."

- Complimentary dry cleaning of uniform
- Complimentary meals whilst working

Contact

To see our latest opportunities, visit www.corinthia.com/london/careers-corinthia-london/ or follow us on Instagram @corinthialondon



**“Those
starting
in Coworth
Park today are
our future
leaders”**



Coworth Park

A luxury country house hotel within picturesque Berkshire is looking for staff to take care of its newly refurbished Michelin-starred restaurant

Woven by Adam Smith opened in September 2022, showcasing a modern outlook on classic British dishes and a commitment to quality ingredients and depth of flavour.

Every detail of the design has been inspired by the natural world. An inviting place where tactile fabrics, bespoke artworks and carefully considered lighting interweave to create a lively, luxurious and infinitely interesting space.

The restaurant showcases Britain's finest produce, from fresh seafood to locally foraged mushrooms, hand-picked herbs and native flowers. Each dish on the seasonally changing menus tells a story, and all these stories come together to create an extraordinary dining experience.

"I am inspired by what's around me in the English countryside and right here on my doorstep at Coworth Park," Executive Chef

Adam Smith says. "The dishes I create are often dictated by what can be picked in our herb garden, the meadow or local woodlands."

Adam Smith is a chef who reimagines the classics. Using the finest produce to recompose timeless dishes, often with an unexpected, playful twist.

We are looking for passionate team members to join us in our newly refurbished restaurant. Whether you join us in the front of house or culinary team, you will help to deliver the ultimate gastronomic experience in a stunning setting.

At Coworth Park we invest in all of our people and have developed bespoke training programmes that help individuals on a personal and professional level. Those starting in Coworth Park today are our future leaders, and we recognise the importance of investing in our legacy!

Benefits

- Competitive salary
- Complimentary stays, and food and beverage discounts at some of the world's most exclusive five-star hotels, within the Dorchester Collection.
- Exclusive access to a discount platform featuring thousands of retailers
- Several social events throughout the year
- Bespoke learning and development
- Free, expert, personalised digital health and wellbeing support for all employees.

Contact

Interested in working with our passionate and inspiring team? Contact us today!

Go to www.caterer.com/jobs-at/woven-by-adam-smith/profile, email: HumanResources.CPA@dorchestercollection.com, call 01344 756 782 or see [@peopleofcoworthpark](https://peopleofcoworthpark)

Case study

Adam Smith, executive chef

Hailing from a Birmingham estate and having started out as a pot washer at his local pub at the age of 13, Adam Smith is now considered one of the UK's most talented chefs with an ethos of 'taste is king' and a reputation for accomplished, classically based cooking with modern presentation.

Adam worked at The Ritz London and The Devonshire Arms, before joining Coworth Park as Executive Chef in 2016. During his

career, Adam has gained an impressive string of culinary awards. In 2012, he was named *Observer Food Monthly* Young Chef of the Year, the same year in which he won the prestigious Roux Scholarship.

In 2017 Adam was announced as a Master of Culinary Arts by the Royal Academy of Culinary Arts, the UK's highest culinary and hospitality honour awarded only every four years. In 2018, Restaurant Coworth Park was awarded its first Michelin star, an accolade that it has retained ever since.





**"Our
wellbeing
strategy has
been our most
expansive piece
of work to date"**



Eden Hotel Collection

This hotel group looks after its people, with award-winning training and a caring culture at its heart

Eden Hotel Collection is a private family-owned collection comprising of five four- and five-red-star properties in the Midlands and South West. At the heart of our collection are our people – from the guest experiences we create, to the way we care for our employees, we are committed in our values of genuinely caring for people.

Leading through change

Like most hospitality employers after the last few years, we've had to dust ourselves off and work harder than ever before to differentiate ourselves as a great employer, offering an employee experience to be proud of.

At its core, this begins with our commitment to our Pay Promise, which ensures our people are rewarded fairly. We offer contracts that accurately represent hours worked and combine this with regular pay reviews. Just as important is developing a culture that helps us to shape our employee experience via an 'opinion that counts' approach. We regularly ask for our teams' feedback on anything from a financial wellbeing survey to a vote on when service charge is paid.

We've removed our probationary periods and replaced them with 'settling in periods', with care, support and coaching at their heart. We ask our teams for feedback on their onboarding and induction to help us continually improve.

The last 12 months have seen us embark on more people projects than ever before, whether that be the launch of our engagement portal, our move to paperless personnel files as part of our sustainability project or our hotel closures to offer our teams a Wellbeing Week. Our wellbeing strategy has been our most expansive piece of work to date, and sees us continue to shape our

employee experience through our objectives around money, mind, body and heart, with the support of our Wellbeing Champions.

We continue to offer work experience, structured internships and apprenticeships, including our award-winning Spa & Chef Academies, as well as our recently launched Rise and Thrive leadership programmes from supervisory level upwards – all designed to give employees the chance to achieve their career goals.

We continue to be on a journey to develop our experience to one that sets us apart from our competition and enables us to retain more great talent than ever before. We'd love to see you as part of it.

What's in it for you?

- We recognise the need for a work-life balance so offer enhanced holidays of 31 and 33 days.
- We keep our teams engaged and informed via our employee platform Eden Engage, as well as our discount platform with 900 retailers, a wellbeing hub and recognition suite.
- Wellbeing support, which includes discounted gym membership, electric vehicle salary sacrifice, a health plan, flu vaccine and more.
- The chance to 'Grow with Eden' via learning and development, chef and spa academies, and our Rise and Thrive leadership programmes.
- Confidential support via Hospitality Action and our Wellbeing Champions.
- Discounted staff stays, free parking, uniform and meals – all the givens!

Contact

Email: askhr@edenhotelcollection.com or go to www.edenhotelcollection.com/careers

Case study



Jenna Pengelly, reception manager, Mallory Court Hotel & Spa

I joined Eden Hotel Collection in May 2018 as a receptionist with minimal experience – overall I felt anxious but excited for what was to come. I knew I had a lot to learn but I found my feet and, in October 2020, I was approached for the role of duty manager. I began my role in the middle of the pandemic, which was certainly a crazy time, not least in supporting the hotel reopening and working through the staffing crisis that faced our industry.

My role as duty manager exposed me to every department and the experience has been invaluable. I was proud to be promoted again in November 2021 and am now about to relocate to another property within the collection, in my first head of department role as reception manager.

I'm proud of how much I've achieved and how hard I've worked but also the faith put in me by Eden Hotel Collection. The investment continues as I am about to join Thrive, our leadership programme, to support my continued development.



**"We
offer roles to
support every
individual's way
of life that tear up
the nine-to-five
rule book"**



Elior

This award-winning, innovative contract caterer has a host of perks and can support many career paths

We're one of the top catering companies, employing over 10,000 colleagues throughout the UK. We operate across a diverse range of high-profile catering contracts including the offices of well-recognised brands, stadiums, care homes and schools. We've won many awards, from the Princes Royal Training Award and Top 100 Apprentice Employers through to Innovation and CSR awards, which shows how amazing our teams here are.

Our purpose is to enrich lives, everywhere, every day. This is at the very heart of everything we do and it's this together with our values that unites our teams. We're focused on enriching the lives of our clients and

customers through the services we deliver, from catering and hospitality to our wider facilities management services.

Why it's great to work here

The perks!

We have a variety of benefits to suit everyone.

- The option to buy additional holidays to support your way of life
- Access to mental health first -aiders, 24/7 GP service, nutritional and health experts, financial and legal support and counselling sessions.
- Money-off and vouchers on food bills and retail, leisure, hotels and travel.

CONTRACT
catering
Awards



- A nomination scheme with a monthly draw to win high street shopping vouchers.
- Annual Elior Awards for Excellence; a prestigious event with travel vouchers for category winners enabling the trip of lifetime with family or friends.
- All colleagues can take two days' paid leave every year for volunteer work.

Plenty of opportunities

We offer roles to support every individual's way of life that tear up the nine-to-five rule book.

The opportunity for growth and progression is huge due to our size and diversity. Think more of a climbing frame than the traditional career ladder! Claire Small and Jason Steele are two of our people who are testament to individual growth that can be seen here.

We offer roles to support your way of life, across such varied contracts that will enable you to experience a variety in hospitality - from a catering assistant within a global firm to an event manager or a head chef – there's never a dull moment!

To support your journey, we have award winning development programmes from culinary and customer service to leadership and coaching.

Check out our vacancies at www.elior.co.uk
We look forward to welcoming you to our team!

Case studies



Jason Steele, sous chef

Jason has completed his level 2 Production Chef and is now studying his level 3 Team Leader programme. He's also been enrolled on our Future Managers programme.

Jason is the Elior Award winner in our Personal Development category at our 2022 annual awards; well done to Jason, an inspiring journey for anyone considering this as a career.



Claire Small, director of innovation

We're thrilled and proud of the success that Claire Small, director of innovation, has achieved. She is the recipient of an Acorn Award, joining a very elite group

in the hospitality industry who show flair and passion under the age of 30. This is representative of how far you can go in a career in contract catering and hospitality.

Contact

Email: careers@elior.co.uk

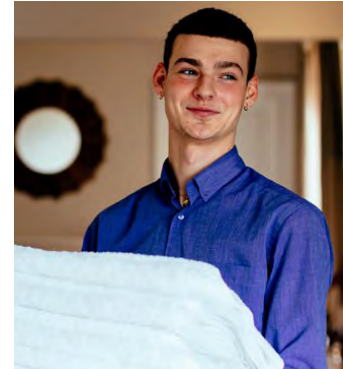
Call: 01625 448888 › option 4 › option 4

Visit: www.elior.co.uk

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**"We
are
committed to
developing our
people and inspiring
the next
generation"**



Farncombe Estate

New starters will be gently introduced to hotels and those who want to climb can enrol on management courses at hotels set in the beautiful Cotswolds

Hospitality is an incredible industry to get into. If you join the right company, you'll find a career that offers flexibility, great pay, great benefits, personal development and infinite opportunities to progress your career.

Farncombe Estate is a 500-acre, family owned, "hospitality hotspot" in the Cotswolds. It's home to Dormy House, Foxhill Manor and the Fish – our three award winning hotels.

Every member of our team is part of the Farncombe family. That sense of belonging is what keeps our hotels welcoming, our guests returning, and our team enjoying working with us. We're proud that many of our team members have grown their careers on the estate.

This year, for the fourth year running, the team have voted us one of *The Caterer's* Top 30 Best Places to Work in Hospitality.

The benefits

- Living Wage Foundation pay rates – paid regardless of age or service.
- £1,000 recruitment referral scheme.
- 100% service charge is distributed to the team.
- 30 days' holiday, including bank holidays, increasing to 35 with service.
- Meals on duty.
- Structured development and training opportunities.
- Industry leading apprenticeships – open to all.
- Uniform or uniform allowance.
- Christmas 2022 off so you can spend it with your family.
- Contributory pension.
- A fully funded Employee Assistance Programme with 24/7 access to support.

Life at Farncombe is about giving something back... to our team, to our local community, to charity. We are committed to developing our people and inspiring the next generation. 'Headstart in Hospitality' is our six-month employability programme, which offers structured work experience in the hotels, to help people without hospitality experience to find their true calling.

For members of our team who want to challenge themselves, we have 'Generation Farncombe', our bespoke Level 2 and Level 3 hospitality apprenticeships developed with the amazing folks at Umbrella Training. It's not about teaching you the basics for a whole

year, instead, you will learn how to become a leader of the future and develop your business acumen.

One of our values is "work hard – play hard – join in" and we've certainly done that over the years! We've done everything from team bike rides to raising money for Hospitality Action and eating donuts on a blue Monday in January, along with spoiling our team at Christmas with presents, lunch and raffle prizes. We are here support you in every step of your future career.

Contact

Email **Holly Glover** now on holly.glover@farncombe.life

Case study



Brandon Parker, food and beverage manager, the Fish

Brandon joined us at the Fish hotel in the Cotswolds as a food and beverage assistant after finishing uni. Through hard work, including completing his Level 5 apprenticeship, he has been quickly promoted through the ranks to become food and beverage manager.

"I have been part of the team at Farncombe for just over three years and this group of people have really shown me just how far you can go to provide our guests with the best experience possible from start to finish," he says.



**“Firmdale
believes its
people have the
opportunity to
progress,
regardless
of their role”**



Firmdale Hotels

A series of exciting openings around the globe sets the stage for a career with this design-led brand

Since reopening its doors 11 months ago Firmdale Hotels has continued to thrive, expanding its offering as it opens Warren Street Hotel, its third New York property, in the heart of the Tribeca neighbourhood in late 2023. It will comprise 70 rooms over 11 storeys as well as a restaurant, bar, drawing room and orangery.

In June, Firmdale Hotels opened completed Richmond Buildings, a new-build project in the vibrant London neighbourhood of Soho adjacent to The Soho Hotel. Richmond Buildings offers seven floors of innovative workspace, including vast, light and airy office space, a ground floor reception and café, a roof terrace and two full serviced luxury apartments. The colourful interiors, striking architecture and a curated art collection are by founder and creative director Kit Kemp.

Up next is a new property in the heart of London, where there will be greater opportunities for growth and development.

Love what you do

With continuous growth, Firmdale Hotels is always on the lookout for exceptional and dynamic people to join its teams across the hotels, restaurants and head office. Known for providing world-class service at its hotels in London and New York, Firmdale Hotel's recruitment strategy is simple – we want people to join our teams who connect with our values of enthusiasm, a passion for hospitality and can demonstrate a keen attention to detail.

The family feel

Firmdale Hotels embraces the unique qualities of each individual team member and encourages individuality. It all starts with the person, not their

CV! The company offers a warm environment, treating both team members and guests with respect and inclusivity. Firmdale Hotels inspires its teams to love what they do and to live its values, which include resilience and a full understanding of the importance of relationships.

Firmdale Hotels is committed to its people and to ensuring it is an excellent place to be, where great perks and benefits are offered. Success is recognised and rewarded and long service is celebrated. Everyone is involved in the weekly, monthly and quarterly team events, which include afternoon tea every Friday in the family room, appreciation weeks and our Firmdale Hotels Employee Engagement events and awards throughout the year. Firmdale Hotels believes its people have the opportunity to progress, regardless of their role. With its Graduate, Management and Mentor Programs, it really has demonstrated an investment in its people.

Benefits

Firmdale Hotels pride themselves on the benefits they offer. These include Perkbox, meals, and uniforms are dry cleaned at their renowned Palace Laundry. They also offer a discounted dry cleaning service for personal items. Overtime is paid to their hourly team members and they believe in providing a good work-life balance with two days off together and no split shifts. Their Long Service Awards include afternoon tea, dinner for two and an overnight stay at one of their luxurious hotels!

Contact

Email recruitment@firmdale.com or visit <https://harri.com/firmdale>

Case study



Lyndsey Freeman, Operations Manager, Haymarket Hotel

Lyndsey began her Firmdale Hotels journey in 2015 when she moved to London from the Lake District to join Firmdale Hotels' award-winning Graduate Program.

Following 18 months rotating through the company's various departments, she began as reception supervisor at Number Sixteen in South Kensington before progressing to reception manager and front office manager after 18 months. In 2021, Lyndsey moved to the Haymarket Hotel to oversee management of the front office in this larger West End property, and a year later has successfully achieved the position of operations manager.

"I chose the Firmdale Hotels' Graduate Program as the standards were particularly high and I wanted to be a part of delivering exceptional results," she says. "Haymarket Hotel has achieved one of the highest room revenues on record this year and that is a testimony to those high standards. This is more than a job for me, it is a career, and I'm excited to see what my future at Firmdale Hotels has in store."



**"The
Graduate
Development
Programme offers
aspiring graduates
an opportunity to work
with some of the best
in the hospitality
industry"**



Harbour Hotels

Crew members can enjoy a host of benefits and take advantage of specialised training opportunities

Now spanning 15 coastal, country and city locations around the south and south west, with properties in London, Cornwall, Devon, Dorset, Hampshire, Sussex, and Surrey, luxury lifestyle hotel group Harbour Hotels continues to be the UK's most exciting and talked-about emerging hotel brand.

The hotels regularly attract glowing reviews from the likes of *Condé Nast Traveller*, *The Times* and *The Telegraph*, with Harbour Beach Club & Hotel and Richmond Harbour Hotel & Spa both recently named in *The Sunday Times* 100 best British hotels.

Harbour Hotels has always been focused on emerging talent, attracting, retaining and developing the best from those within the group and outside. Now in its second year, the group's Graduate Development Programme offers aspiring graduates an opportunity to work with some of the best in the hospitality industry and to gain valuable hands-on experience from the outset in all operational departments.

Harbour Hotels is looking to on-board highly energetic, passionate and committed graduates at degree level to the Harbour Hotels two-year programme, and applications are taken all year-round. Following successful completion, graduates will be appointed as a HOD and receive continued professional development towards a hotel manager or general manager role.

Harbour Hotels are also advocates of apprenticeships, offering people at all ages the opportunity to develop their skills, expand their knowledge and advance their careers through hands-on experience and training. With 35 apprentices on board and counting, applications are always open.

Crew benefits

Discounts

- Discounted room rates across all hotels
- 25% discount on food and drink in the group's 17 buzzy bars and destination restaurants
- 25% discount on HarSPA and Temple Spa treatments, across the 11 spas

Health and wellbeing

- Mental health and wellbeing support
- 24/7 GP services, for Crew and their family
- Bespoke nutrition and fitness advice
- Online health checks
- Group life cover

Reward and recognition

- Group and hotel-based incentive schemes
- Opportunity to attend the group's annual black-tie Harbour Heroes awards

Development

- Excellent progression opportunities
- Individual and bespoke career and progression pathways
- On-the-job training and development with an opportunity for internal promotions

The usual bits

- Meals included whilst on duty
- Competitive salary across all roles
- Sophisticated and unique uniforms designed for Harbour Hotels

Get in touch

Go to www.harbourhotels.co.uk/careers or for recruitment queries please contact peopleteam@harbourhotels.co.uk

Case study



Ciara O'Driscoll, assistant hotel manager, Southampton Harbour Hotel & Spa

Having shown a talent for management from the start, Ciara, as reception supervisor, supported the reception team in raising service standards and helped the hotel to achieve its designated five-star status.

Recognised for delivering consistency in standards and her passion for exceeding guest's expectations, Ciara quickly progressed to assistant reception manager and then reception manager.

Through mentoring, while in these management roles, Ciara continued to develop her people management skills and received one-to-one training and guidance on hiring, training and development of the reception team.

Now holding the position of assistant hotel manager, Ciara thrives on being a motivational and supportive leader and enjoys her responsibilities in helping fulfil the business financial goals through cost management, balancing payroll costs to the budget and accurately completing the hotel's revenue forecasting.



“We understand the importance of training and developing staff. It’s integral to our organisation and is underpinned by our core values”



Harrison Catering

This education and corporate caterer is all about pushing people from trainee to management

Founded In 1994 by Geoffrey Harrison, Harrison Catering Services is an independent family-owned company providing contract catering to educational establishments and corporate clients across the UK. Harrison is a dynamic organisation that prides itself in creating innovative dishes served by exceptional people who provide excellent service.

People are attracted to the Harrison culture and working methods, which is reflected in our high retention rates. The workforce is diverse and within a collaborative environment, shares common characteristics: a good work ethic, a willingness to learn new skills, with a desire to deliver exceptional service.

Harrison actively supports staff who desire to improve their hospitality careers through supported training programmes. It is proud to have won many prestigious awards, including those for its training, and is supportive of staff needs, providing opportunities for personal development.

People who join the organisation at entry level with no craft skills but an interest in gaining formal qualifications are supported to undertake their professional cookery qualifications through proven on-the-job training.

With a reputation and heritage built upon a fresh food offer, expanding craft knowledge and enhancing skills are popular with our cooks and chefs at all levels. Management programmes are also in place, so those who wish to diversify into different roles are supported. Many managers have developed their careers and used the skills and knowledge they built up with Harrison to progress to more senior positions.

We are committed to developing the next generation of catering professionals through our extensive work experience programme, which has received Springboard's INSPIRE Work Experience Quality Standard. In addition, the Geoffrey Harrison Foundation, established in 2011, offers young chefs a taste of what the catering and hospitality industry has to offer.

Alex Taylor, Learning and Development Manager, enthuses: "It's great that Harrison is so supportive of our people who wish to further their careers through the variety of professional development programmes available. It's wonderful to see first-hand the immediate application of learning in the workplace, which helps embed the knowledge and skills, leading to longer-term retention. This is hugely beneficial to our people and clients."

Benefits

We offer comprehensive training, fantastic career development and exciting benefits including:

- A personalised and structured induction programme
- Access to Harrison Learning Hub
- A range of formal craft training
- Recognised accredited training programmes
- Apprenticeship opportunities
- Excellent development opportunities
- Full and part-time roles available
- EAP (employee assistance programme)
- Pension scheme
- Life assurance
- High street and online discount scheme
- Birthday card and Christmas gift
- Long service awards

Contact

Visit www.harrisoncatering.co.uk for more information

Case study



Milda Andriuskeviciene, Support and Development Manager

Milda has spent her entire career in catering, from studying food technology to working in high-level restaurants. In

2014 she applied for a catering assistant job with a corporate client in London.

Milda was impressed with the

comprehensive training opportunities at Harrison. She soon completed the Level 3 Team Leader and Level 4 Hospitality Manager apprenticeships and, following promotion to Support and Development Manager, is now studying for her Level 5 Operations Manager apprenticeship.

A typical working day for Milda

Milda's focus is leading and supporting the team to deliver operational objectives and create

positive relationships. She takes great pride in ensuring we meet and exceed our client's needs.

Milda says, "I appreciate all the development opportunities at Harrison and how they have helped me grow to where I am today. At Harrison, each day can be very different, which keeps it interesting. I am passionate about operational standards and continually strive to deliver exceptional customer service. At Harrison, your opinion counts, and you are part of the family."



**“What
really makes
our guests want
to return time
and again to our
hotels is our
team”**



Iconic Luxury Hotels

Five unique properties, each offering a working environment where staff feel valued and empowered

Iconic Luxury Hotels is an expanding collection of remarkable properties, each celebrating their distinct architecture, cultural heritage, and natural surroundings. All with their own individual character, traditions, and stories, but sharing a commitment to delivering outstanding experiences and exceptional hospitality.

The current portfolio includes Cliveden House, one of England's most celebrated estates in Berkshire, Chewton Glen, an English country manor house on the south coast, the Lygon Arms, a 14th-century coaching inn in the heart of the Cotswolds, 11 Cadogan Gardens in Chelsea, one of London's most prestigious residential areas, and the Mayfair Townhouse in London, which is both vibrant and totally unexpected.

Iconic Luxury Hotels has in a decade grown from one outstanding country house hotel in Hampshire to a collection of five remarkable properties with a worldwide reputation for

excellence, luxury and service. At its heart is a team that has quadrupled to almost 900 people across all five hotels.

With the accolades and awards that we have been lucky enough to garner over this time, we have not lost sight of our DNA, our 'purpose' or our 'vision', and what really makes our guests want to return time and again to our hotels is our team. Without doubt, they are our most important asset and the skills they possess to transform a visit into an outstanding and memorable experience is virtually impossible to measure.

As our business has grown organically, so have the processes that we have introduced to ensure a user-friendly system of career development. Our 'Management Development Pathway' is an annual pathway, a timeline that is clear, transparent and measurable.

The creation of the Iconic Team Charter unites the teams in all properties. Its aims are clear:

to feel valued; to feel a sense of belonging; to be proud to be part of the Iconic family; to feel respected by colleagues and leaders; to feel supported by managers and the organisation both personally and professionally; to feel empowered to share ideas and take decision; to be encouraged to believe in yourself and to be passionate about your field of expertise; to feel safe; to feel energised by the Iconic purpose and vision and; to feel excited and confident about your future and that of the Iconic family.

Employee benefits

- Competitive salary
- Additional share of service charge on top of wages
- A flexible working environment
- Generous holiday entitlement
- Training and apprenticeship programme
- Flexible working opportunities
- Discounted employee stays at Iconic properties
- Discounted family and friends' rates for overnight stay at all properties
- Private health care plans

Contact

Contact Anita Bower, People and Culture Director, on anita@iconicluxuryhotels.com or go to www.iconicluxuryhotels.com

Case studies



Rising stars

Those who have been highlighted within the group via the pipeline review mechanism, or who are identified during their day-to-day tasks, and who perhaps lack the soft skills to achieve their progression goals, are also considered for career development.

We ensure that all vacancies are advertised internally, giving candidates the opportunity to discuss the role and identify if their skills set is a good fit, or if we need to develop other skills to match their requirements in the future.

Career progression can also be achieved by moving team members across properties, and we have many examples of team members who have enjoyed new challenges. These include Marie Luise Muhlhaner (pictured left), who started at a waitress at Chewton Glen, and within three years, following a transfer to the role of Head Waitress at Cliveden, then

Manager of the Astor Grill and Spa Kitchen at Cliveden, has just been appointed as Cliveden's Dining Room Manager.

Luke Phillips (centre), a *MasterChef* finalist, worked in the kitchen brigade at Chewton Glen as a Senior Sous and was promoted to Head Chef of the Hans' Bar & Grill at 11 Cadogan Gardens, London. He now heads up the James Martin Kitchen Restaurant at Chewton Glen.

And Darren Connor, previously Food & Beverage Manager at Cliveden, transferred to The Lygon Arms, Broadway, and now is Deputy General Manager.



**"Never
say no when a
client asks for
something, even if it is
the moon. You can always
try, and anyhow there is
plenty of time afterwards
to explain that it was
not possible"**

César Ritz



The Ritz London

The “most luxurious hotel in the land” is looking for those who can offer its legendary service

First opening its doors in 1906, The Ritz London was conceived by the legendary hotelier César Ritz with the vision to be “a small house to which I am proud to see my name attached” and the last word in modernity – hygienic, efficient and beautiful”.

The hotel owes its design to the successful partnership between Frenchman Charles Mewès and Englishman Arthur Davis, with its French château-style architecture and opulent Louis XVI furnishings. Its aim was to be the ultimate destination for guests looking to stay at the most luxurious hotel in the land, and no expense was spared on its opulent interiors and lavish furnishings.

Located between the bustling Piccadilly and the calm oasis of Green Park, The Ritz London offers the height of opulence, with luxurious bedrooms, Michelin-star dining and a world-renowned afternoon tea.

In January 2002, The Ritz London received a Royal Warrant for Banqueting and Catering Services, awarded by the former Prince of Wales, making it the first and only hotel to have been honoured with this prestigious award. Now, 116 years after first opening its doors, The Ritz London continues to offer guests the same exceptionally high standards and exquisitely luxurious experience that was the keystone in the creation of this world-class hotel.

The Michelin-starred Ritz restaurant is where the finest cuisine is consumed in the most spectacular of settings. With sparkling chandeliers, towering marble columns and soaring floor-to-ceiling windows overlooking the calm oasis of Green Park, it is widely considered

to be one of the most beautiful dining rooms in the world. In charge of creating the magnificent Michelin-starred dishes is our Executive Chef, John Williams MBE, along with his team, and he is passionate about using the best seasonal British ingredients.

Our Ritz Legends

With a reputation for legendary service, The Ritz London is committed to ensuring that excellence is delivered at every opportunity.

The hotel's passionate team consistently offer the highest levels of personalised service, resulting in fantastic customer engagement. This is achieved by a commitment to training and nurturing talented individuals to develop future

leaders of the industry. It's our belief that it is vital to invest in every employee to ensure that they have an enjoyable and rewarding career.

Benefits

- Highly competitive salary within the luxury London hotel sector
- Instant reward scheme
- 28 days' holiday (including bank holidays)
- Learning and development opportunities
- Employee discount scheme
- Free laundry service for tailored uniform
- Cycle to work scheme
- Complimentary meals on duty
- Part of our CanadaLife life insurance
- Social events and activities
- Season ticket loan
- Pension scheme
- Employee mental health assistance helpline
- Recognition schemes including our employee of the month programme
- Employee Introductory Scheme
- Training Fund Assistance

Contact

Apply now at www.theritzlondon.com/careers

Case study



Deepak Mallya, Premier Sous Chef

Deepak grew up in Bournemouth and attended Bournemouth and Poole College, where he pestered his tutors to place him at The Ritz London for his apprenticeship.

With his wish fulfilled he vowed to work his way through the ranks of the kitchen brigade and he has certainly stayed true to

his word. During the 10 years that Deepak has been working at The Ritz London he has risen from apprentice to Premier Sous Chef. He has grown from strength to strength and has proven himself instrumental in both gaining and retaining the restaurants' Michelin star.

As a young chef Deepak won the Royal Academy of Culinary Arts Best Apprentice Prize, and he has recently been picked as the UK's representative at the Prix Taittinger World Finals, one of the finest global cookery competitions and a holy grail for chefs from around the world who wish to focus on enhancing tradition and creativity in their cooking. Deepak is routinely nominated as Manager of the Month by his team and won Manager of the Year in 2021.



**“Our
hotels are the
opposite of
cookie-cutter”**



Lore Group

A world-class team works across this hotel group's international properties, gaining experience and furthering their career while they go

Thoughtful design, interesting use of space and, most importantly, our people are at the heart of everything we do.

We are an expanding international hospitality company that designs, transforms, manages and operates hotels, restaurants and bars in notable cities across Europe and the US. Our properties, which include the award-winning Pulitzer Amsterdam, Sea Containers London, One Hundred Shoreditch, Riggs Washington DC and Lyle Washington DC, are widely celebrated for their thoughtful design, interesting use of space, engaging restaurants, award-winning bars and the passion of our people.

Our hotels are the opposite of cookie-cutter. Instead, we start by considering the history and character both of the neighbourhood and the building, bringing their personality to life through beautiful design. Taking our cue from the rich history in and around our hotels, we build teams of people who like people, whose warm and intuitive service create lasting memories for guests; and these memories, in turn, enrich the next chapter in the story of that hotel, restaurant or bar.

We are committed to training, developing, mentoring and coaching a world-class team to deliver memorable experiences. As a small, independent group, we are able to offer a personalised career progression on a global stage, with many of our team members having been able to move to our European and American properties, and vice versa, expanding their roles, careers and experiences. We prefer to promote and transfer within our group whenever possible, backed up by tailored training using internal and external resources. We firmly believe our future leaders are alongside us.

Our London hotels

Anchored on London's South Bank, directly on the River Thames, Sea Containers London is an 'urban playground' that delivers unparalleled views of the city alongside an award-winning bar by cocktail specialist Mr Lyan, a rooftop bar, its own Curzon cinema and the Agua Spa.

Opened this year, One Hundred Shoreditch represents an independent spirit at the social heart of an evolving Shoreditch. Our team are central to creating our inclusive and welcoming culture of our London Hotels thus successfully contributing to the local community and helping us bring to life our vision to be known as "the hospitality employer of choice" in London.

Our benefits

As a group we offer the following benefits:

- Five complimentary night stays in any Lore Group Hotel.
- Discounted team, friends and family rates on rooms, restaurants, bars and spa on our hotels.
- Guest Experience, including an overnight stay with dinner, breakfast and a visit to one of our bars.
- We provide uniforms and dry-cleaning.
- Bespoke training programs (including a two-day special welcome program, English classes and emotional intelligence training, among many others).
- Constructive and regular performance review system for internal progression.
- Plus many other exciting perks specific to each region.

Design Your Career – graduate management development programme

Design Your Career is our new management development programme launched in 2022. It offers hospitality graduates or high-performing team members the opportunity to kickstart their hotel career in either food and beverage or rooms, and fast-track their journey into one of our group's future leaders.

During Design Your Career, the graduates will gain in-depth learning and hands-on experience across a range of operational departments, within different properties and even multiple countries. We offer two programmes: Design Your Career or Design Your Career International:

Design Your Career

- Duration: 12 months.
- Within a single country (London, Amsterdam or Washington DC).
- Rotating through four departments within two hotels.

Design Your Career International

- Duration: 24 months.
- Across two countries.
- Rotating through eight departments within four hotels.

Throughout the programme our graduates' supervisory and management skills will be enhanced through a strategic learning plan and increasing operational responsibility.

Contact

If you're interested in learning more about joining Lore Group, visit www.loregroup.com or get in touch on careers@loregroup.com





**“For
us, your
potential is not
your professional
credentials or your
past: it is your
personality”**



Rosewood London

A journey of discovery for those who wish to become 'masters of their craft' awaits at this hotel

People working at this residential-style hotel pride themselves on the genuine, rewarding and long-lasting connections made with their guests. Here at Rosewood London we recognise that our city has many great hotels. It is for that reason that we constantly strive to strengthen our culture and reflect the philosophy of relationship hospitality – the distinctive feature for which we have become known among guests and industry peers alike for; inspiring imagination, enriching lives and discovering the uncharted.

Our associates are encouraged to be themselves and to deliver innovative guest experiences that go beyond the expected. Whether it is our bar and mixology team in their laboratory equipped with high-tech appliances only professionals have even heard of, or our guest relations team and their focus groups formed to constantly evolve the guest experience, the team are provided with the autonomy and tools to excel.

This is underpinned by individually tailored career paths alongside learning and development opportunities, including independently recognised supervisory and leadership development programmes designed to set you up for success. We offer opportunities for those wanting to become operational leaders, functional experts and masters of their craft.

For us, your potential is not your professional credentials or your past: it is your personality and sense of curiosity that build the foundation of an exciting international career with Rosewood Hotel Group.

The rapid expansion of the collection provides many opportunities for those ready to take the next step outside the UK. Many of our employees have continued their careers in our properties abroad, while others have had the opportunity to participate in international task force assignments to assist in opening some of the world's most iconic hotels.

Our benefits

Rosewood Hotels & Resorts is a distinctive collection of individual, luxurious hotels inspired by the culture, history and geography of each locale. Led by a team of seasoned industry veterans, Rosewood's acclaimed attention to detail, proactive approach to environmental sustainability and dedication to relationship hospitality has earned numerous awards over the years.

We keep our team of associates from 50 different countries engaged and happy through a range of benefits, which include up to 12 complimentary room nights a year in our sister properties; discounts in our food and beverage outlets; recognition and reward programmes; complimentary meals in our associate restaurant; and discounts through our benefit platform My Rosewood London. We also organise regular social outings and keep our team informed on exciting communications on our Insider app.

Joining Rosewood is not just a career but a deeply rewarding journey where one is inspired to look at life as a canvas of limitless possibilities. If you are curious to discover your natural calling, we welcome you to embark on the Rosewood journey with us. Together, we can push the boundaries to impart magic into every day.

Contact

Visit www.rosewoodhotels.com/en/careers

Case study



Shane Cox, Restaurant Manager

Shane Cox began his journey at Rosewood London in 2017 on our Graduate Trainee

Program. He was nominated to attend the UK Tea Academy to become the hotel's first tea sommelier, a position created to enhance the tea offering, while the Mirror Room developed its Art Afternoon Tea into a fine dining experience. He quickly progressed to a supervisor a year later and has been recognised by Rosewood Hotels and Resorts as an ambassador of the brand.

After a successful past year, rebuilding his team and reopening the Mirror Room, Shane was promoted to restaurant manager. It has been a rewarding journey for him, and he has

also been selected to take part in another development programme for aspiring leaders.

"I've realised that my calling is what motivates me to come to work every day," he says. "It is my passion for people, both our guests and associates. As a leader, I can create an environment where our guests can join unforgettable experiences and a place where our associates can feel comfortable, motivated and focus on personal development. With the right team, you can achieve anything, and it is one of the main reasons why Rosewood London has become a leader in the industry."



**"At
the Royal Air
Force Club,
we believe in
looking after our
people first"**

**Miles Pooley,
chief executive**



The Royal Air Force Club

A private London members' club offering everything from accommodation to a fitness centre can be your connection to a career in luxurious surroundings

Founded in 1918 and open to serving and former serving officers of the Royal Air Force, the Royal Air Force Club is a private members' club located in the heart of London's historic Piccadilly. Valued by all members and employees as a distinguished landmark, the club's timeless elegance and atmosphere are complimented with exceptional fine dining, beautiful event spaces, delightful accommodation, a library, business suite and fitness centre.

The club is a registered charity and has a long-standing royal patronage with the royal family dating back to 1922. The late Her Majesty Queen Elizabeth II was the club's patron from 1952-2022.

Best place to work

The club is incredibly proud to be one of *The Caterer's* Top 30 Best Places to Work in Hospitality. We are the best and also a truly unique place to work. We enjoy seeing our entire team flourish by supporting the development of each other. We offer personal as well as professional development opportunities, alongside a competitive rewards package which includes a generous pension plan and service charge for all roles. Perhaps most importantly, we will take great care of you.

Miles Pooley, chief executive, says: "At the Royal Air Force Club, we believe in looking after our people first. Our team members feel appreciated, motivated and part of the 'family'."

Your career, your club

We offer a variety of roles in departments, such as food and beverage, housekeeping, kitchen, front office and marketing.

Contact

We would love to hear from you! Get in touch to apply for a job or come and visit us for a show around to discuss opportunities.

● **Company website:** www.rafclub.org.uk

● **To apply for career opportunities, please visit:** www.rafclub.org.uk/careers

● **Follow us on our social media channels:**

Instagram – @RoyalAirForceClub

Facebook – The Royal Air Force Club

Twitter – @TheRAFClub

Case study



Jose Carvalho, food and beverage manager

Jose is one of the Royal Air Force Club's many success stories! He first joined the club as a kitchen porter in 2001, while studying hospitality and

tourism at Westminster College after moving to London from Madeira, Portugal. Since then he has held a total of eight different roles at the club.

Jose has had experience working for several five-star hotels in London, which he claims makes his experience working for a private members' club so different.

"Working in a hotel, you can sometimes just feel like a number. I noticed straight away when joining the Royal Air Force Club the difference in the warmth of our members. They care about the staff just as much as they care about their club," Jose recalls.

From breakfast waiter, breakfast supervisor,

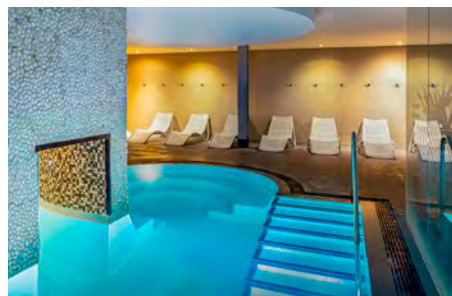
banqueting and lounge manager and many more, Jose has gained important skills in the food and beverage department, which made it a very easy decision to promote him to food and beverage manager in August 2021.

Jose said: "I clearly love working for the Royal Air Force Club as I've been here nearly half of my life.

"The people along with the members make this such a special place. It is not just a job. The members are not just members. This place and everyone in it is so different from anything I have ever experienced and I genuinely love every day working here."



“There are opportunities throughout the business, from central management to new hotels in a variety of enticing locations”



Valor Hospitality

A hotel management company that can pride itself on being a 'best place to work' through employee engagement and investing in future talent

From day one at Valor Hospitality, our aim was to be an employer with a difference – advocating for employee wellbeing at all levels of the business. So much so, that we were recently named in the top six Best Places to Work in Hospitality 2022 by *The Caterer*, for the third time in five years.

So, what's the secret to our success? We put our people first and their wellbeing is at the heart everything we do, and never has that been more important than during the past few years. Throughout the height of Covid-19 lockdowns, we heavily invested in team health and wellbeing. We ensure our teams have access to mental health first-aiders and have launched initiatives such as 'Healthy Habits' to help colleagues make positive changes to their daily routines.

We also know that being more sustainable is very important to our team members, as well as our guests, and we make a dedicated effort to prioritise our green agenda. Along with our global and national initiatives, each Valor UK hotel has a green champion working to identify ways we can operate in a more eco-conscious way.

It is an exciting time to work at Valor too, as we have recently grown our UK portfolio to 34 hotels, extending to 80 worldwide. There are opportunities throughout the business, from central management to new hotels in a variety of enticing locations, meaning there are growth opportunities for everyone.

We're passionate about investing in our people and we offer an in-house 'Future Leaders' programme, designed to shape employee

development, and give our Hotelitarians (a Valor term for our team members), the opportunity to take their careers to the next level. One of the programme's early success stories is Michael Falla, who became general manager of the Hilton Garden Inn Glasgow, and is now a senior general manager, overseeing three Holiday Inn properties. In 2021, we promoted 511 Hotelitarians into more senior roles, both inside and outside of the Future Leaders programme.

Giving our team members the scope to craft the career of their dreams is hugely important to us. And, the work has paid off, as our focus on engagement and wellbeing in the most recent employee engagement survey resulted in 97% of team members remaining confidently aligned with our values.

We've also recently embarked on a journey – a commitment to make diversity, equity and inclusion (DE&I) a cornerstone of our business, ensuring that our culture is one of belonging.

How we reward you

- Exclusive employee rate across our UK hotels (a huge discount!), with friends and family rates too.
- 50% off F&B within our hotels, plus discounted leisure use.
- Free meals while on duty.
- Flexible working opportunities for a healthy work-life balance.
- A range of training, apprenticeship and development programmes.
- Monthly and annual awards, with team celebrations too (we're big on reward and

recognition, and like to have fun while we work!)

- Weekly wellness activities, free wellbeing counselling and onsite, trained Mental Health First Aiders.

Our Chef Academy

Earlier this year, we launched our very own Chef Development Academy to encourage people to embark on a culinary career. The scheme works in partnership with Umbrella Training to provide people with on-the-job training, starting at apprentice level two, with the opportunity to reach head chef level within five years.

While undergoing training, chefs are paid an annual salary of £20,000 and have received a full starter kit, including chef whites, shoes and their own knife set, along with attending immersive food masterclass experiences across the UK.

Recognising the importance of offering security and progression, we also offer a guaranteed pay increase to a minimum of £22,500 upon completion of the initial 12-month programme. The scheme launched in August 2022 with 11 hotels taking part across the country, including brands such as DoubleTree by Hilton

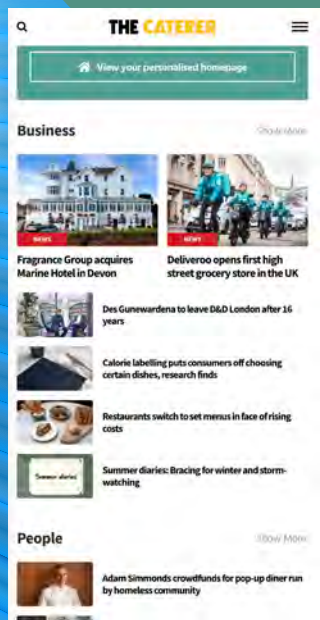
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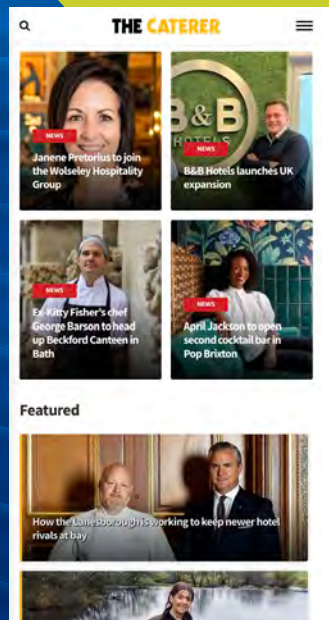
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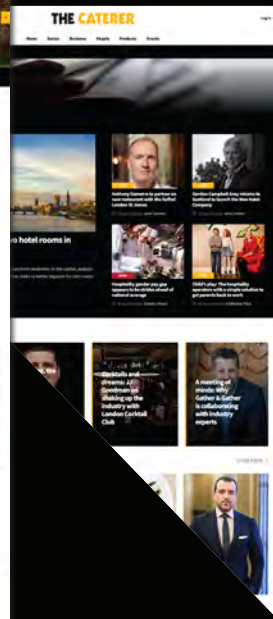
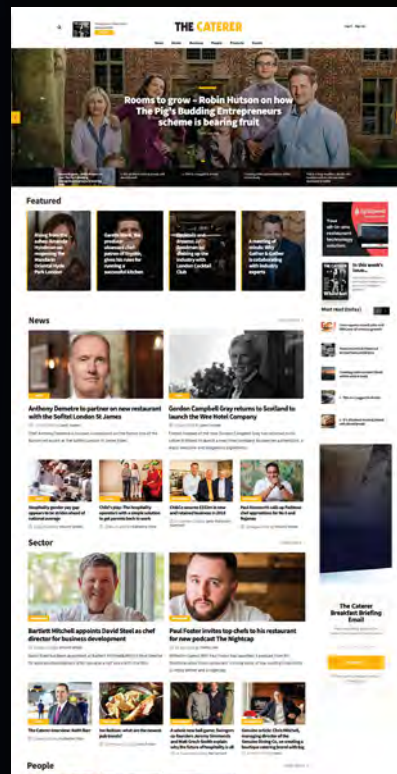
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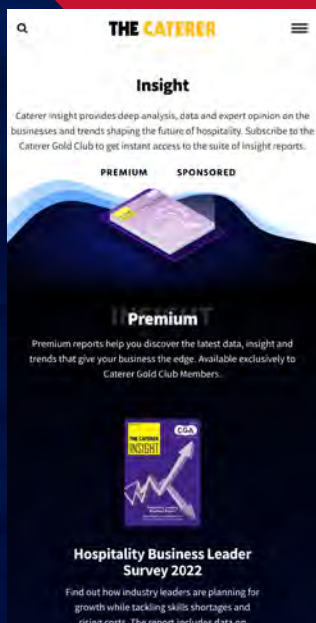
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