

# CHECK INTO HOSPITALITY CAREERS GUIDE 2022

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FOODSERVICE AND PUBS AND BARS

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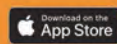
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It's good to work in a BaxterStorey company as you'll have the chance to work in a supportive and friendly environment. You'll also have the chance to work in a supportive and friendly environment. You'll also have the chance to work in a supportive and friendly environment.

**Rosewood London**

It's good to work in a Rosewood London company as you'll have the chance to work in a supportive and friendly environment. You'll also have the chance to work in a supportive and friendly environment. You'll also have the chance to work in a supportive and friendly environment.

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# CHECK INTO HOSPITALITY CAREERS GUIDE 2022





# Welcome to *Check into Hospitality* 2022

Like many industries in the UK post-Covid and Brexit, the hospitality industry is crying out for staff. It's a sector that represents 10% of UK employment, 6% of businesses and 5% of GDP, and as one of the UK's largest employers, it provides a playing field for a variety of people armed with a huge range of skills.

Perhaps you have strong leadership skills and could lead a reception or housekeeping team, or maybe you are good with numbers – have you thought about a career as a revenue manager?

Can you speak to others in a self-assured, persuasive manner and sell your venue to celebrities and musicians looking for hotels for their tours – 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 chef's brigade.

Whatever your strengths, hospitality offers opportunities at every level. It's a big, happy family in the main 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 finding these and many other roles. We explain why hospitality is the sector for you, and which part of the industry you might consider – from restaurants to hotels, contract catering, pubs and bars, schools, the prison service and hospitals.

We've also included 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.

This guide has been designed to help you to decide where your skills are best suited alongside lots of advice on how to promote yourself, secure an interview and get the job!

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](mailto:lisa.jenkins@thecaterer.com)**



# The fast track to the top

If you're looking for a career that really takes you places, hospitality is the place to be. There's responsibility yet you will be mentored; there's a sense of being part of a team, but the opportunity to strike out and show your individuality. In fact, it's everything you need

**H**ospitality is a sector where youth is on your side. A third of the workforce is under 25 and, of the many who rise up the ranks, 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 60% 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 British 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, buzzy and sociable, but 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 will impress those of your friends who have gone off to work in banks, offices or other industries where rapid promotion is a rarity.

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 those offered in offices.

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 your talents. First, it has a skills shortage, particularly for managers and chefs. Second, it needs to recruit thousands of new entrants to keep up with its astonishing growth.

## **“To be frank, hospitality needs your talents. First, it has a skills shortage, particularly for managers and chefs”**

As a result, 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 – which 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 up that ladder, any qualifications you've already got will make your ascent that much swifter.



# Three reasons to choose a career in hospitality and tourism

## 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 restaurant manager.

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.

## 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! There are more than 50 job roles in hospitality and tourism, so take the personality test at [www.hospitalityguild.co.uk](http://www.hospitalityguild.co.uk) to help decide which hospitality role is for you.

## 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 in particular 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

### Hospitality Guild

An alliance of employers, skills bodies, individuals and training providers  
[www.hospitalityguild.co.uk](http://www.hospitalityguild.co.uk)

### Institute of Hospitality

The professional body for managers and potential managers  
[www.instituteofhospitality.org](http://www.instituteofhospitality.org)

### Pace

The Professional Association for Catering Education  
[www.paceuk.org](http://www.paceuk.org)

### Not Going to Uni

A resource to help you find apprenticeships, college courses or work experience  
[www.notgoingtouni.co.uk](http://www.notgoingtouni.co.uk)

### Springboard

Springboard aims to help young people find training and work placements with a view to employment  
[www.springboard.uk.net](http://www.springboard.uk.net)

### Start

Start is a free digital platform catering for all students, helping them to make more informed decisions about future study and career options at the right time and in good time  
[www.startprofile.com](http://www.startprofile.com)

## Where will you end up?

The skills you will hone 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





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

Apply now for our **FREE** 3 week and 5 week training courses with guaranteed work experience and employability support to get your career started! There are courses taking place throughout the UK until March 2022.

**These courses include:**

- **Qualifications** recognised by the hospitality industry, including Food Safety, **Personal License**, World Host Principles of Customer Service
- **Guaranteed interviews** with employers recruiting in your area
- **Careers advice**, CV and interview techniques, and effective job searching
- **Life skills** including teamwork, communication, work mindset and confidence building
- **Online e-learning modules:** Service that sells, coffee, the bartender and more
- Live inspirational guest speakers from **industry professionals**



**REGISTER AT: [CAREERSCOPE.UK.NET/MY-PROFILE](https://careerscope.uk.net/my-profile)**





## Hotels, restaurants or foodservice: which is right for you?

Whatever sector you decide on for your career, there's one thing that unites all jobs in hospitality: being able to offer a service that makes a positive difference to your guests



## Careers in hotels

There's never a dull moment in hotels. If you're looking for personal development, the hotel industry has some of the highest levels of training in hospitality. The great thing is that employees can experience a variety of positions across the business. You can opt to build a career in the UK or work around the world. You can progress gradually without qualifications, or fast-track into management with degrees and diplomas.

And it's not just about general managers, housekeepers, chefs and receptionists. Hotels also employ florists, gardeners, human resource experts, engineers, accountants, sales and marketing teams and other types of professional.

London is as good a place as any to hone your skills and some of the biggest brands in the world have their foothold in the city – Dorchester Collection, Four Seasons, Hilton – as well as

some of the coolest – Z Hotels, Firmdale and Red Carnation, to name a few. It also commands some of the highest salaries, with general managers earning an average of £85,000 and top earners banking £200,000, according to Berkeley Scott's hotel and leisure salary survey.



### Why hotels are a great place to work



"Working within hotels provides an opportunity to make a difference to the everyday experiences that guests come to enjoy. The industry thrives on working with people who love what they do, and no two days are the same.

"Opportunities to learn about different elements of the sector while developing new and existing skills are widely available, allowing for progression within individual hotels and the wider industry.

"While hotels can be very busy and working hard is important, the industry is very rewarding, varied and fun, with the opportunity to thrive and develop a long-lasting, successful career."

**Julia Murrell, director of people and development, Firmdale Hotels**



"With so many different roles needed to make a hotel run smoothly, it creates endless opportunities. If you are curious and ambitious, the sky's the limit.

"Hotels offer opportunities for you to develop and grow, allowing you to learn about different departments and disciplines. You could start in housekeeping and then move to reception, then on to sales and marketing.

"If you enjoy socialising, you can meet people from different parts of the world and learn about different cultures.

"Like to travel? Hotels are found in every country, so you can find yourself travelling to all parts of the world. With your role constantly changing, you will never get bored!"

**Ana Coles, talent officer, Mandarin Oriental Hyde Park London**

## Careers in restaurants

If you're looking for a fast track to management or the chance to run a business – or you simply want to work with food and people in a high-octane environment – look no further than restaurants.

There is a role for everyone. As a nation we're eating out more than ever, which means there are opportunities galore for those keen to work in an energetic environment. There are 70,000 restaurants in the UK and you can soon rise up the ranks – in fact, many managers are still in their twenties.

From the cool casual dining operators, such as Rosa's Thai, Honest Burgers and Wagamama, to established high-street favourites like PizzaExpress and Franco Manca, and fine dining restaurants such as Jason Atherton's Pollen

Street Social in London, Tom Kerridge's Hand & Flowers in Buckinghamshire or Raymond Blanc's Belmond Le Manoir aux Quat'Saisons in Oxfordshire, you're guaranteed to find the kind of environment that suits your personality.

Although initially your pay may seem lower than in other industries, it's possible to rise through the ranks faster and further. You'll also be working with a team of fun-loving people who will become your second family. And you may even get to hone your skills with some of the most inspirational people around.

If you are ambitious, the good news is that there are many routes into management, and a hospitality degree is only one of them. Many talented professionals have entered the

industry as part-time workers, realised they enjoyed it and then worked their way up the ladder. Others are happy to remain working the floor, getting a buzz out of making customers happy.

If operational management interests you, take advantage of the career structure in a chain, such as Casual Dining Group, which operates Café Rouge and Las Iguanas. If fine wines are your passion, look at training as a sommelier at a Michelin-starred establishment. Your skills are never wasted. You can move from a fine dining restaurant to a gastropub, or from a bistro to a brasserie. Just make sure your experience counts.





## Careers in foodservice

If you have a passion for food and want a varied working life, foodservice could be the area for you. You could be working within a museum designing menus for guests, preparing lunches in a bank's staff restaurant, or managing the match-day food and beverages for a football club.

You may not have heard of foodservice, but it takes in everything from fast food to fine dining – it's just supplied by a third party. So it covers city firms' dining rooms, staff restaurants, airports, train stations, oil rigs, race courses, museums, hospitals, schools.

Foodservice companies include multinationals such as Compass, large independents such as BaxterStorey and CH&Co, niche caterers such as Rhubarb or Vacherin, and in-house caterers.

Each type offers different opportunities. The big firms provide structured career development, while independents may allow more creative input. Roles include chef, waiter and food and beverage manager, through to operations, marketing and management. Few other jobs let you start your career back of house and end up in head office.

### Why foodservice?

"Foodservice has many advantages that make it a desirable sector. We offer a great work-life balance because of the operational hours, which are mainly weekday office hours.

"We offer the opportunity to work in a wide range of operations. These are just some of the places #bmfamily team members work: TV and media, law firms, financial institutions and government departments. Team members can develop their professional skills by adapting to the needs of this diverse portfolio, as well as gaining experience in some very interesting organisations."

**Wendy Bartlett, executive chairman, Bartlett Mitchell**

"A background in catering can lead to so many different career opportunities; from roles that require different craft skills to leadership and management positions. Many of the skills learned in the industry are transferable and can be used for a wide variety of careers, from procurement to sales and marketing."

**Claire Aylward, joint managing director, Harrison Catering**

"Contract catering offers flexibility, excitement and progression. With so many industries using hospitality services, where else can you go from working in retail to fashion, motorsport, universities or even cathedrals.

"Late nights or weekends are rare, giving you that important work/life balance – that's right, you can work in hospitality and not work Saturday nights!"

**Maureen Sandbach, people director, BaxterStorey**



## International opportunities

In hospitality, you'll never be short of work, wherever you are in the world.

Besides the favourite destinations of Australia, Dubai and Europe, hospitality skills are in demand in some of the furthest-flung corners of the globe – China, Russia and the former Soviet republics to name a few. And there is always those most glamorous of tourism and business traveller hotspots, the Caribbean and the Far East.

It's worth noting that while opportunities are growing, competition is sharpening, so don't expect to land a plum job on an idyllic island without getting some experience first.

But English speakers tend to be in demand. So take your pick from sun, sand, snow or the city.



## Special moments

"The hospitality industry is a fun place to work. By its very nature it is a social environment, because we are in the business of people!

"We have the privilege of taking care of and anticipating the needs of our guests. We have the opportunity to make lasting impressions on the people we welcome through our doors, to blow them away through making a special memory for them. It's such a pleasure to do this and so easy to achieve, because often our guests are joining us to celebrate a special occasion: a birthday, a christening, a wedding, an anniversary. How amazing it is to create a lasting memory for someone, and what job satisfaction! No other industry comes close to this rewarding feeling.

"The work is meaningful and social, often you work as part of a team that rely on one another in order to deliver a seamless service. The people that you work with become very important to you because of this; you need one another and you are doing fun work together, so it is easy to make lasting friendships!"

**Emma Jayne, people and culture director, the Dorchester, London**



# Do you hold the service skills employers are looking for beyond Covid-19?



Keep customers and colleagues safe beyond Covid-19 with WorldHost Covid Safe Service.

WorldHost Covid Safe Service is a 60-minute e-learning programme focusing on three key aspects;



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People's behavioural changes



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Visit [www.learning.people1st.co.uk/worldhost-2020](http://www.learning.people1st.co.uk/worldhost-2020)







# A helping hand

An apprenticeship can be a guaranteed path into a job in hospitality, where you'll always have someone to show you the way





## 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. <https://www.londonfirst.co.uk/skillslondon/home>**

## 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](http://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](http://www.afws.co.uk)

### **UK Housekeepers Association**

The UK Housekeepers Association (UKHA) represents housekeeping and accommodation management. Its aims and objectives are 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](http://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 improve their career prospects, and all members can receive ongoing career guidance from a mentor. [www.bii.org](http://www.bii.org)

**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.

**To search for hospitality apprenticeship vacancies, visit [www.hospitalityguild.co.uk/job-search](http://www.hospitalityguild.co.uk/job-search) or [www.findapprenticeship.service.gov.uk/apprenticeshipsearch](http://www.findapprenticeship.service.gov.uk/apprenticeshipsearch)**





## 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  
supporting hospitality businesses.**

 [www.ukhospitality.org.uk](http://www.ukhospitality.org.uk)

 [info@ukhospitality.org.uk](mailto:info@ukhospitality.org.uk)

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# Ashton Kelly

The senior sales manager at Rosewood London on being bold and aiming to work for the best businesses

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

I studied law and considered going into the military.

## Did you do any work experience in the industry?

I spent a week at a hotel in Manchester when I was 18. I remember the modern artwork and staff wearing jeans. It felt very cool.

## What was your first job?

I washed pots at my village pub when I was 15.

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

After graduating in 2009 law jobs were scarce and I decided to go back to my passion for hospitality. It took 18 months, but I finally got an opportunity at a hotel opening in Chester.

## What was your first job in hospitality?

My first position was a mix between concierge and guest relations. I'd do things like staining itineraries with tea to make them look old for children learning about the Romans, or invite a group of guests on business from the US to try Pimm's for the first time.

## Who was your first mentor/role model in hospitality?

My half-sister worked her way up to be a hotel general manager at a young age, so seeing her success was inspiring.

## How did you decide on your career direction?

Colleagues would ask 'Where is Ashton?', and

I'd be found showing people the private dining room or the penthouse suites. The management team quickly moved me into sales. I also read something that said: "Whatever industry you work in, work for the best". After that, I headed to London.

## What industry networks have you been part of that have supported you in your career progression?

I think hospitality and travel professionals, in general, are extremely collaborative. I could call many of my competitor counterparts to talk about challenges or ideas.

I am also a member of the Society for Incentive Travel Excellence (SITE) and sit on the Young Leaders' Committee. SITE does an excellent job of promoting and educating about incentive travel.

## Have you embarked on any personal career development?

Via SITE, I am a certified incentive specialist. During the first lockdown, I also qualified as a wedding celebrant, which is fun and different to the corporate world.

## What are the biggest challenges you've faced working in hospitality?

I think to attract and retain talent, the industry

**"I read something that said: 'Whatever industry you work in, work for the best'. After that, I headed to London"**



needs to ensure compensation is competitive with other sectors. Burn-out is also common. We need to work smarter, not harder, and take enough time to rest.

## Do you have any regrets or things you wish you'd done differently?

I believe everything happens for a reason, so not really. I just try to learn from my mistakes and remain open-minded.

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

Don't be afraid to explore different divisions. There are fantastic opportunities in areas such as finance, revenue management, sales, HR or procurement, which might not always get attention but play a big role in all hospitality businesses. Be proactive. If you see a brand or leader you want to work for, tell them why and how you think you could add value.

## What are your future career goals?

My goal is to lead a sales and marketing team for an ultra-luxury hotel brand. When people have the confidence to be creative and achieve great things together, I think that's extremely rewarding.

## Who inspires you in the industry?

There are many people, however, Sonia Cheng's vision for Rosewood Hotels & Resorts is at the forefront for me right now. The brand's sense of place philosophy, coupled with a culture of relationship hospitality, makes for a special combination. We say we dream big, and then we make it happen. I like that.





# KK Prabakaran

The executive head housekeeper at Dukes London on why housekeeping should be a top role in a hotel

## Did you study a hospitality course at school or college?

I did a three-year bachelor's degree in hotel and tourism management at one of the renowned hotel schools in India, the State Institute of Hotel Management and Catering Technology.

## What initially attracted you to working in hospitality?

Food – good food – is what attracted me to work in hospitality. I wanted to be a chef.

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

My transition into hospitality was during a bachelor's degree in physics. With my parents support and blessing, I discontinued my physics degree and enrolled in the hotel school.

## What was your first job in hospitality?

I was a management trainee in the contract catering division of the Hyundai manufacturing plant in India.

## Who was your role model in hospitality?

It was Mr Ramesh, vice-president of household maintenance at Oberoi hotels. He was my first executive head housekeeper and he mentored not just me but many young hotel graduates like myself, all of whom are successful housekeepers today in various parts of the world.

## What steps have you taken in your career to get to where you are now?

Having worked for over two years at the Oberoi,

I was then pre-opening housekeeper at the ITC Grand Central, a Luxury Collection hotel by Marriott, in Mumbai, before I had the opportunity to come to the UK. I then worked for the Guoman group for three years at two of its largest properties, the Tower and the Cumberland hotel, both in London, as floor supervisor.

I was then assistant head housekeeper at the Royal Automobile Club, and after three years I was offered the role of duty manager. I then worked on a rebranding project at the Conrad London St James as an assistant executive housekeeper. My first executive head housekeeper role at the Cheshunt Marriott came in 2016. I was then fortunate enough to be part of the multimillion-pound refurbishment project here at Dukes London, where I have been executive head housekeeper since 2017.

## What networks have supported you in your career progression?

I am a member of the UK Housekeepers Association and the Institute of Hospitality. I am also a housekeeping ambassador for the Springboard charity.

## What are the biggest challenges you've faced?

One thing I have learned is that the industry is full

of challenges and surprises at every step. However, I soon started approaching those challenges as an opportunity for me to learn and thrive.

## Do you have any regrets or things you wish you'd done differently?

Our fantastic housekeeping teams have risen to the challenge of Covid, demonstrating adaptability and perseverance all while maintaining the highest professionalism. Despite all these, sadly there seems to be a limitation for housekeepers to progress into senior leadership roles. I really wish to see this to change and to start witnessing more housekeepers working in senior leadership roles in the coming years.

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

Being passionate, persistent and agile are key. Enhance your soft skills throughout your career and embrace new technologies. Most importantly, be part of one or more industry bodies so you can build and maintain your industry contacts by taking part in social events, seminars or exhibitions.

## Who inspires you in the industry?

My team. There is a lot that I learn from each one of them every day. They are my motivation and the reason I am the person I am today.

I am also inspired by the people culture of Mohan Singh Oberoi and Jamshedji Tata, the two great pioneers of the Indian hospitality industry. I have always put my people first and ensure that their wellbeing is my utmost priority.

**“Being passionate, persistent and agile are key”**



# Kickstart your career

The Kickstart Scheme is helping hospitality businesses to kickstart the economy into a post-pandemic recovery by creating thousands of government-funded jobs for young people who are on Universal Credit.

Kickstart is generating the work experience that today's young people need to improve their chances of getting into work. The scheme asks employers to provide a job of 25 hours a week for six months for people aged 16 to 24 years old. The young person will be paid at national minimum wage or national living wage and employers will receive payments from DWP to cover this, as well as a £1,500 grant for each young person to go towards providing employability support.

An employer can expect an application decision within a month, and our dedicated Kickstart District Account Managers can help guide you through the application process and work with you to fill your vacancies.

Kickstart helps employers to improve a young person's chances of getting a permanent job. In addition to the employability support employers will provide as part of their Kickstart job, the learning support package from government is tailored to support the individual and any training they receive from you as their employer. Jobcentre Plus advice is also available to the young person throughout their time in their Kickstart job.

Many employers move their young people into a permanent role following their Kickstart job and, while there's no commitment to do this, the young person should finish in a good position to apply for a full-time job in the catering and hospitality industry.



## Loving your local

National pub chain Greene King earmarked a thousand Kickstart positions across its 1,700 sites back in early spring.

"We see Kickstart as a great way to create more opportunities for young people, alongside our existing apprenticeships and other social mobility programmes, and we can't wait for more people to join us through the scheme," says Graham Briggs, Head of Apprenticeships and Employability Programmes for the UK's biggest pub company and brewer, which employs

some 40,000 people. Greene King is providing on-the-job experience in all aspects of its operations and that's looking great for the business and for resilience in the sector.

Each young person on Kickstart will take on a role as a Hospitality Services Team Member working 25 hours per week for six months at one site. The company guarantees all-round experience, including barwork, serving food and drink, working in the kitchens, and in hotel services for those placed in venues where that's possible.

The in-house training for young people takes place over six sessions with supplementary e-learning modules covering target-setting, building relationships, personal development and transferable skills. Giving access to the company's learning and



**GREENE KING**  
BURY ST EDMUNDS

Jobcentre Plus is geared up to match eager jobseekers with roles in the hospitality industry. We recommend employers apply no later than the middle of October to take full advantage of the Kickstart Scheme





development platform means people in Kickstart jobs can supplement the on-the-job learning and all are in a strong position to compete for apprenticeships with the company with a view to long-term careers.

Briggs believes the British pub is “the original social network” and Kickstart is giving the company an extra way to boost post-lockdown morale down the local.

“Our pubs are the heart of their communities and have stepped up to support those in need in the last year,” says Briggs. “We already support young people into employment through our many social mobility programmes on a local level and it’s fantastic that we are able to create more job opportunities through the government Kickstart scheme.”

## The cream of Cornwall

Jobcentre Plus has been able to help employers develop their own training packages for their Kickstart positions and expert DWP work coaches can give Kickstart applicants the coaching, personalised support and those morale-boosting pep talks that can transform an application into an exciting next step forwards.

Eleven young people were placed at Parkdean Resorts’ site at Looe Bay in Cornwall this summer. Lisa Charles-Jones, HR Director for the leisure group, which runs 67 holiday parks nationwide, explains how Kickstart helped them prepare.

“These young people need just a bit of support to help build their confidence – it’s not complicated or difficult to provide a great scheme, it just needs commitment and a dedicated team, which we have in spades.”

Bespoke training for the hospitality industry was negotiated for the young people applying via Kickstart by the team at Liskeard Jobcentre Plus under its Sector-based Work Academy



Programme (SWAP). A 20-hour package over five days included the City & Guilds Level 2 in both Food Safety and in Health & Safety in the Workplace, an overview of the hospitality industry and a course in guest services.

All of the seven young people who completed the course were successful at the assessment day and at the interviews which followed.

Twenty-year-old mechanic Jonas Putna had claimed Universal Credit during lockdown and had been in touch with his Jobcentre Plus work coach every day during the training. Now, as a Guest Experience Trainee he has spent the summer in front of house, in accommodation, and in the food and beverage teams.

While Jonas settled into his first month’s work, his local Jobcentre Plus gave support and advice to overcome difficulties with the rural bus and train services he depended on to get to work.

Charles-Jones explains why Parkdean Resorts has repeated the exercise: “There are so many enthusiastic young people looking for companies to give them a chance. I’d urge any HR director to explore the Kickstart Scheme for their own business.”

# KICKSTART SCHEME



Visit <https://kickstart.campaign.gov.uk> for more information about the Kickstart Scheme

jobcentreplus



# Stand out from the crowd

Andrew Mosedale, Brend Group HR manager, has the techniques and tricks to help you prepare for your big interview



Andrew Mosedale

## First impressions are key

Make eye contact when you approach someone and offer a warm smile. Do your best to articulate answers well. And make sure you are dressed for an interview.

To me, it is important that someone reflects the environment they have applied to work in by dressing accordingly for the interview. If I am looking for a four-star receptionist (for example), I expect them to show up to interview looking the part. I need to be able to visualise them representing our brand.



## Key questions we would ask prospective candidates

### If I were to ask you about good customer service and great customer service, could you tell me if there is a difference between the two?

I like to see if a candidate can articulate the stretch in delivering great service. I would consider good service a 'given' or a minimum standard in Bred hotels. We always want to look at ways to go the extra mile and we need to know that our staff understand this too.

### Provide an example of when you have delivered great service

It's always good to see someone's opinion of 'great'! If someone says great service is all about smiling and making the guests welcome, they possibly don't understand the difference. Think of a case where you can go the extra mile and emphasise how you've gone above and beyond.

### What skills and behaviours do you think are required in this role?

You may well be asked for an example of when you last demonstrated that kind of behaviour.

### Why do you think you would be a suitable candidate for this role and hotel?

I like to see if the candidate's opinion of themselves matches my first impression. It helps to see if what they have talked about in their interview is reflected by what they say in summary.

## Things to remember

### Emphasise your flexibility

It's an essential trait in hospitality. I make sure candidates understand our shifts and rotas for each job role. A potential employee needs to understand that we do our best to support a work-life balance and give them all the information at the start.

### Get to know the business you're applying to join

It's always interesting to see if someone knows who they have applied to work for! It's also good to see what they pick out from local knowledge and websites as it often reflects what matters to them.

### Be positive

All interviewers want you to succeed. Go in with confidence and enthusiasm and you'll be in with a good chance.



### Be a star for five-star

"In luxury five-star hotels, first impressions are everything: someone who is well presented, has both a cheerful smile and emotional intelligence to create unforgettable moments for our guests, are the ones that will thrive with us.

"In order to impress, you need to make sure you stand out from the crowd. Tailoring your CV to the specific role and company that you are applying for will definitely get you noticed, as well as highlighting any relevant experience from previous jobs or extra-curricular activities. Hospitality is all about teamwork, so show that you are willing to roll up your sleeves and get involved."

**Ana Coles, talent officer, Mandarin Oriental Hyde Park London**



### Make sure you fit the culture

You only get one chance to make a first impression and applying online today is very impersonal. Before you apply for a job, be selective, try to get to know the culture of the organisation you are applying for and what they stand for – you can get this through guest feedback sites and on sites like Glassdoor to see if it matches your personality.

Having a positive attitude and personality are the two key attributes that matter in hospitality – most places will teach you everything else. You represent the place you are working in, so try and weave its values and language into your application. Think about sending an email to HR to let them know you have applied and why you would be a good candidate – if anything, it helps you stand out.

**Sean Wheeler, people and culture adviser, Sean Wheeler Consulting**



### The foodservice factor

"Whether working front or back of house, everyone at Amadeus is driven by the brand vision. We are always on the lookout for those that enjoy being part of a team that delivers public catering, fine dining and hospitality to thousands of visitors.

"Amadeus has a fun and welcoming vibe across our venues, created by people who genuinely enjoy the work they do and don't mind sharing their enthusiasm with others. We love what we do and take pride in what we create."

**Kerri Astley, human resources business partner, Amadeus**



### Be yourself

"When we are looking for potential employees, it is always their personality and individualism that really stand out. Hospitality involves a lot of on-the-job learning, so past experiences are valued, but we don't base decisions entirely on these. It always impresses me when candidates can demonstrate having done their homework about the company, and I love it when they can relay an interesting story about themselves or talk passionately about a hobby – it makes them more memorable."

**Laura Akers, group talent and development manager, Splendid Hospitality**





# 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

Events Management  
Events Management (with Foundation Year)  
Events Management with Entrepreneurship  
Events and Hospitality Management Top Up  
Hospitality Management  
Hospitality Management (with Foundation Year)  
Hospitality Management with Entrepreneurship  
Hospitality Management with Revenue Analytics  
Tourism Management  
Tourism Management (with Foundation Year)  
Tourism Management with Entrepreneurship  
ESports Top Up

## POSTGRADUATE

Events and Hospitality Leadership  
Sports Management

### DID YOU KNOW?

1st in London and 3rd in the UK for  
Student Satisfaction for Hospitality,  
Events and Tourism courses  
(Guardian League Table, 2021)





## CONTACT US

We can't wait to welcome you to our exciting courses in hospitality, events and tourism.

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Be the change with UEL.

# WHAT CAN UEL OFFER YOU?

- Employability skills training from interview techniques and CV writing.
- Career Assessment, giving you the opportunity to learn about yourself
- Your own online Career Coach who will help you to discover career suggestions based on your interests.
- 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)**



# Just the job

When to follow the rules – and when to break them – when writing your CV, by Hilary Hayes of Jobcentre Plus

**A**s an employer adviser working for Jobcentre Plus, I manage vacancies for a number of employers. A large part of my work therefore is screening applicants at the CV stage, so I've seen good, bad and indifferent. No one says it's easy to write a winning CV, but with a little time and effort, and using these top tips, you'll be that bit closer to achieving your dream job. Remember, this is your opportunity to sell your skills, abilities and experience to employers.

## Master the basics

Always start with the most important information – your name and contact details. Make sure phone numbers are up to date and your email address is professional. Steer clear of jokey email addresses – the employer might not share your sense of humour (whosthedaddy@.....com) or your sporting choice (number1cityfan@.....com) – they might even support United!

Remember also not to include information that could put you at risk of potential identity theft – that means never including your date of birth, your National Insurance number or your bank details.

## The font of all knowledge

You want your CV to be memorable, so consider the style. Whatever font and point size you choose, you'll probably want your name to be

in the largest size, say 18pt, with headings 14pt and the bulk of information in a smaller size, 10pt to 12pt.

As most CVs are read online nowadays, consider using Lucida Sans or Verdana – both are easy to read on screen and on paper.

## Go for gold

There should be no spelling mistakes and it must be grammatically correct. Don't just rely on spell check – it won't differentiate between the various ways of spelling 'there' ('their' and 'they're') or whether 'from' or 'form' is grammatically correct. Why not ask a trusted friend to read it through before you send it off?

## Feeling stylish

Perhaps using a border (something tasteful) or a tinted background will help you to stand out from the crowd – or maybe consider columns. Play around with the style until you find the one that makes your CV stand out – but in a good way. There are plenty of CV templates you can download for free.

## Show yourself

What should really grab an employer's attention is your personal statement or profile – an







employer with a stack of CVs to read will have limited time to scrutinise each one and may only give each a few seconds (the average is six seconds) before deciding whether it's worth carrying on reading or is rejected. Your statement has to sparkle and catch their interest.

Avoid generic statements: "I'm hard-working, reliable, flexible and work well with others or alone" – employers will expect these qualities from every employee. What employers want to see is a short, snappy profile statement that demonstrates your qualities, skills and experience and whether they match the requirements of the job.

### Know your stuff

Familiarise yourself with the vacancy information and use the job description to help identify the specific skills required that match your own skill set. Injecting passion and personality into your statement will go a long way to helping you nail the job.

### Flaunt your skillset

Employers don't want to read through an endless list of generic skills – they will look for those that relate to the job for which they are hiring. The usual ones to mention are languages (good conversational French, basic Spanish, Russian, etc), computing (good working knowledge of MS, Access, Excel and programmes specific to hotel trade, etc) and driving (full clean driving licence, HGV, PSV, etc).

Achievements can also be highlighted here – perhaps you've won an award. You need to blow your own trumpet to get yourself noticed!

### Employment history

Reverse chronological order is best, showing your most recent position first. As well as showing the name of the employer and your job title, don't forget to include those all too important 'from' and 'to' dates – if you leave these out, most employers will wonder just when it was that you last worked and may even reject your application.

Rather than listing the tasks involved with each job role, instead explain the roles and your responsibilities, including any key achievements – it will make for a far more interesting read.

### Education and qualifications

Put your highest qualification first: degree subject and university, then A levels and GCSEs (or equivalent). Don't forget any work-based qualifications that are relevant to the vacancy: restaurant and bar service, front office, etc.

### References

Ideally you should be able to supply references from your two most recent employers, or you could also use an academic reference or a character reference from a professional person. Many employers won't be checking references at the application stage, so it's fine on a CV to state 'References available upon request'.

Often though, when there is stiff competition, having contact details for your referees on your CV (always agreed with the referees beforehand!) might give you the edge, as the employer could make a quick phone call to confirm that you are the right person for the job.

### A little bit extra

You may also decide to add your hobbies and interests and any other information that you've not included elsewhere – it's your choice.

### Remember

There are no hard and fast rules about what should or be on your CV, but it has to be positive, personalised and tailored to your chosen employer or sector.



# Promoting excellence and innovation

The Professional Association for Catering Education (PACE) is the representative body for hospitality and catering education with a regional and national network of members.

Our aim is to encourage catering educational institutions to work together to manage the challenges of continual change within hospitality and catering education and training.

We understand the value of strong and mutually-beneficial partnerships with those sharing the goal of positively shaping hospitality and catering educations to the advantage of everyone.

Representing colleges, universities and schools, our members account for a significant amount of expenditure and purchases across food, beverages, catering equipment, training materials and service agreements. Nationally, PACE is driven by our Executive Committee.



**Get in touch: 0870 777 9566**





professionalassociationforcateringeducation



WAYBREM/SHUTTERSTOCK

Tweet: [@PACEUK](https://twitter.com/PACEUK) or visit: [www.paceuk.org](http://www.paceuk.org)



# Twitter

**Twitter is a great way for companies to get the measure of candidates outside a formal interview process – and for you to strut your stuff.**

## **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 jobseeking.

## **It's all about the conversation**

A business conversation consists of listening, contributing your own thoughts and responding. Make sure your tweeting reflects this etiquette, with a mix of tweets, retweets and mentions.

## **Straight to the top**

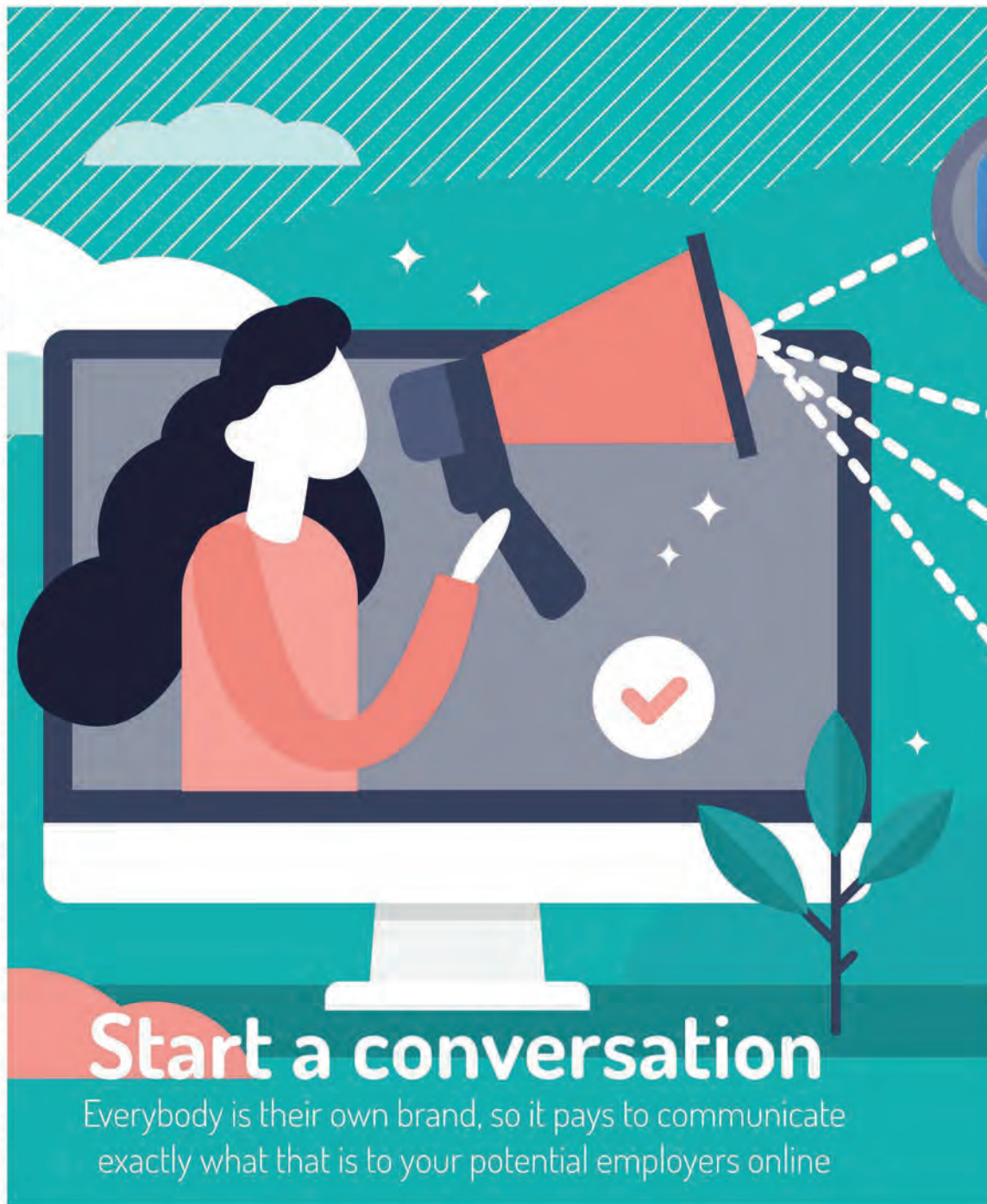
Twitter is immediate and direct. No other social media tool lets you speak to the head of HR at a company you admire without a formal introduction.

## **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.



# Start a conversation

Everybody is their own brand, so it pays to communicate exactly what that is to your potential employers online



## 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, and not your career, make sure employers can't access your account.

## 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. Ideally, a recommendation should come from a work experience boss or a customer.

## 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.





[www.notgoingtouni.co.uk](http://www.notgoingtouni.co.uk)

**Chef**

**Front of House Team Member**

**Events Manager**

**Manager**



1

Not Going To Uni is the UK's leading website for school and college leavers. Established over 13 years, we aim to inform the 1 million+ school and college leavers that visit the site each year of all the options available to them, and show university is not their only option.

2

We have thousands of opportunities advertised on the site across all sectors and locations in the UK. 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.

3

The catering and hospitality sector offers a vast range of different apprenticeships in restaurants, pubs, bars, nightclubs and hotels. You could work in the kitchen or front of house serving guests or helping management ensure effective day-to-day operations.

**Inspector**

**Receptionist**

**Housekeeper**

**Retail Management**



# Educating for the future

A group of hospitality education specialists gathered to discuss how young people can be enticed to enter the industry and what experience has taught them about hospitality education



## Mentoring the next generation of chefs

**Gary Hunter, deputy executive principal, Capital City College Group**

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 – and that will be especially true post-Covid.

**Chris Galvin, chef** I agree with Gary. We launched a mentoring drive through the Craft Guild of Chefs but had a disappointing response. Everyone needs an unbiased mentor who will care for them as they grow. There are enough of us out there and

we need to make a huge change in our leadership practices. We must change how we work as employers, and we still have a disappearing pool of talent.

**Nick Vadis, culinary director, Compass Group UK & Ireland**

All our apprentices have a mentor, and there is always someone to step in if that mentor is not available. Our apprentices are never left alone, and our culinary team have mentors, too. Our Apprentice Chef of the Year competition drives them too. It’s not just about winning – the competing motivates them and encourages others.

**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 mentor should get called out. As Chris said, we did launch a Craft Guild of Chefs mentoring scheme; it would be great to get more momentum.

**Jo Simovic, chief operating officer, Umbrella Training**

Mentoring is a crucial concept in an apprentice’s journey, and we expect chefs and managers to train mentors. Apprenticeships should be employer-led. Generation Z is all about individual experiences and it’s important to get the parents and guardians on board, too.

## Inspiration and motivation

**Jo Simovic** Learning happens in ‘just-in-time’ learning: mobile content, Instagram, TikTok, micro-learning, video content, technical education, user-generated content, and increasingly, augmented reality. Peer-to-peer learning, such as virtual demonstrations, has become increasingly important.

**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, talking about their careers.





## Viewpoint: **Cyrus Todiwala**

“In my opinion, mentoring anyone in any role must come from the top. Executive chefs, general managers and F&B directors all need to buy into 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. Post-Covid it will be even tighter. I fear for competitions, but I will never stop fighting for them and promoting them.

**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, which was updated last year and run virtually, is an exceptional example of a culinary competition.

**Chris Galvin** The Young Chef Olympiad is a great example with incredible standards in all countries; they overcame lots of technical issues this year 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 Maclean** World Skills is another crucial competition for developing young people – they work hard with the students on mindset and creating networks.

**Sean Owens, deputy chief expert, culinary arts, World Skills UK**

World Skills has been 100% remote-learning over the last 16 months and it’s still maintained its international high standards.

**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].





## Apprenticeship levy transfer

A recent event organised by Umbrella Training to mark National Apprenticeship Week, including representatives from Sodexo, GlaxoSmithKline (GSK), Luxury Family Hotels, and the London Progression Collaboration (LPC), detailed how businesses can take advantage of the funding opportunities afforded by the apprenticeship levy, discussing the benefits to both transferers and transferees.

The UK government launched the levy in April 2017 for all employers paying a wage

bill of over £3m per year. Eligible employers must pay 0.5% of their payroll each month as a levy tax, with this money used to support apprentices into the workplace.

A levy-paying employer can transfer 25% of their levy funds to another employer to be used to train an apprentice. Any unspent monies is returned to the Treasury.

The levy transfer scheme is designed to support SME businesses who are not paying the levy and do not have access to additional levy funding to help develop their teams.

## T Levels

A T Level is split into three main 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 and skills 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](http://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 heroes and superstars? We must talk about front of house opportunities more and how quickly and successfully you can progress through your career in these roles.

**Jo Simovic** Harry Murray is a superb front of house role model in my opinion, and our superhero webinar with him was fantastic. Kate Nicholls is a pillar of strength, too.

However, front of house does need more showcasing, and it goes way beyond F&B.

We should be celebrating people working in accounting, maintenance, housekeeping and marketing.

One of the Gatsby benchmarks is linking curriculum to careers and as a country we need to be talking about a much wider range of potential roles in hospitality much earlier and strategically in schools and colleges.

**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 – focus changed

to the plate. Every ringmaster needs their understudy – so again it's about training and mentoring.

**Sean Owens** 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*).





# Jamie Houghton

The pastry sous chef at Belmond Le Manoir aux Quat'Saisons in Oxfordshire on his advice to newcomers and why it's OK to make mistakes

## Did you study a hospitality course at school or college?

I studied at the Colchester Institute for three years, achieving VRQ levels one, two and three in professional cookery and advanced pâtisserie, as well as level three in food safety.

## Did you do an apprenticeship in hospitality?

No, I started working on larder and pastry at 16 at a local restaurant three days a week and continued this after being accepted onto the full-time course at college.

## Did you do any work experience in the industry?

When I was at secondary school, I did a week's work experience. By the end of that week, I realised that I wanted to be a chef.

## What initially attracted you to working in hospitality?

My dad had a restaurant when I was very young, and I used to watch him running a busy service. I also used to cook a lot at home with my best mate Chris, who is now a chef for Rick Stein. I could see how much joy you could bring to people through cooking, and I knew then that it was what I wanted to do.

## What was your first hospitality job?

At the Food Factory in Colchester on the weekends, on the pizza and pastry sections.

## Who was your first mentor or role model in hospitality?

My first experience of a real mentor was when I joined Le Manoir. Chef pâtissier Benoit Blin introduced me to the world of competitions and took the time to train me to the level I needed to enter.

## What networks have supported you in your career progression?

In 2013 and 2015, I was a mentee for the UK team at the Coupe du Monde de la Pâtisserie [pastry world cup]. I led the team in 2019 as captain and sugar candidate. This year I will be team president.

During the pandemic, I was approached by the Chefs Forum to do a sugar masterclass for lecturers and students, and I have since continued to offer online masterclasses to UK colleges. The most recent event was a sponsored entremets cookalong with Valrhona UK and Matfer Bourgeat.

**"I could see how much joy you could bring to people through cooking, and I knew then that it was what I wanted to do"**

## Have you embarked on any additional career development?

Le Manoir has encouraged me to enter competitions and has run workshops and courses to help my development in areas such as leadership.

## What are the biggest challenges you've faced?

We always talk about the hours and the strain it can have on your body physically. However, after many years of working in the trade, I have come to learn that mental wellbeing is extremely important. This is now something I put first.

## Do you have any regrets or things you wish you'd done differently?

I wish I'd travelled more to learn about other countries' approaches to pastry and flavours that we don't necessarily see here in the UK.

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

Ask questions – the more you ask, the more you learn. Don't be afraid to make mistakes, because you might create something better.

## Who inspires you in the industry?

My biggest inspiration is Raymond Blanc. The care, love and passion he has for ingredients and making food an occasion rather than just a meal is something I also believe in.



# Be at the cutting in culinary arts

**With over 70 years of teaching excellence, the College offers a range of expert courses designed to put you at the centre of this dynamic and constantly growing service sector.**

As one of the leading centres in the UK, the London Geller College of Hospitality and Tourism regularly wins accolades from a variety of industry bodies.

The College provides a suite of modern, industry focused undergraduate degrees with September and February starts. Additionally, postgraduate courses, degrees with placements and foundation degrees are available.



# edge of a career and hospitality

Our subject areas include:

## Undergraduate

- Culinary Arts
- Future Food and Culinary Management
- Events
- Hospitality
- Nutrition
- Travel and Tourism

## Postgraduate

- Food Business Management
- Luxury Hospitality Management
- International Tourism and Aviation Management

FIND OUT MORE:

 [uwl.ac.uk/LGCHT](http://uwl.ac.uk/LGCHT)

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ARTS

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**“There is endless opportunity to climb the career ladder – at any age or stage of your career”**





# BaxterStorey

If you want to work in a foodservice company where small ideas can make a difference to the whole company, this may be the place for you

If you're looking for a career that offers flexibility, excitement and progression, then contract catering could be for you! At BaxterStorey our career opportunities span industries from fashion to motorsport, with roles across marketing, people development, sustainability, the supply chain and more. Working late nights or weekends are rare – that's right, you can have a career in hospitality and not have to work Saturday nights!

As experts in creating restaurants in client spaces, we keep it simple providing fresh, locally sourced good food made by talented, well-trained teams, who love giving our customers a memorable experience.

When it comes to ideas, no single one is too big or bold. From street food pop-ups, office delivery service using smart apps to live theatre cooking, we love to do things differently. We're always looking to develop new dishes full of flavour for our customers. When chefs Craig and Adam created Mac Shack in partnership with our supplier Barbers Cheese, we loved it so much we rolled it out across the business.

Most importantly, we love to have fun, hosting memorable parties and events. From cheese and wine masterclasses and 'down with the crumpets' pop-ups to afternoon tea for the Royals, we've done it all!

We invest heavily in training and development to give our people confidence and knowledge. There is endless opportunity to climb the career ladder – at any age or stage of your career – and we offer more than 500 courses across our business, from NVQ qualifications to our award-winning Chef Academy, which has seen more than 600 students graduate.

By sourcing local, we are working hard to reduce our carbon footprint and pride ourselves on being a sustainable business. Working for BaxterStorey means working towards a greener planet, with projects like our award-winning food waste programme, which has reduced our food waste by 42%; or our culture shift towards reducing the quantity of meat protein consumed in our restaurants. This year we joined the Race to Zero, a UN-backed campaign rallying a global effort to halve carbon emissions by 2030, and champion and endorse initiatives from our teams, which support our efforts to reduce our environmental impact.

If you think you've got the right ingredients, join our team and start your journey today.

## Employee benefits

- 28 days' holiday, inclusive of bank holidays
- Flexible work-life balance, mainly Monday-Friday (with some exclusions)
- Free lunch on shift (with some exclusions)
- Two main pension schemes – Nest and Aviva
- Golden Bite Scheme – a tax-free reward of up to £1,000 for each new lead received
- Uniform provided at location level
- Life assurance
- Discounts available from our hapi app on high street shopping to holidays and cinemas
- Free access to our wellbeing portal, employee assistance programme and mental health first-aiders

## Contact

Email [recruitment@baxterstorey.com](mailto:recruitment@baxterstorey.com), follow [@baxterstorey](https://www.instagram.com/baxterstorey), visit [www.baxterstorey.com](http://www.baxterstorey.com) or call 0118 935 6700

## Case study



"I started my journey on the BaxterStorey Graduate Programme eight years ago, where I had a great insight into all aspects of the business, from mobilising contracts and launching new food concepts to experiencing the farm-to-fork journey on supplier visits.

"I've been in various roles, from assistant manager to operations support manager, all while being supported by the most incredible mentor, who I now call one of my best friends.

"From serving royalty a three-course dinner to plating up 20,000 Christmas dinners to associates, I can honestly say no day is the same! In 2016 I was nominated by my team as 'Rising Star' at the first BaxterStorey Awards and was shortlisted for an Acorn Scholarship in 2020. I'm now an operations manager, looking after multiple sites for the UK's largest online retailer.

"I've just completed my Level 5 Operations Management Apprenticeship; it's never too late to start your career journey with BaxterStorey."





**"We nurture and support our people to develop with us, building their confidence, 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

**H**ospitality 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! Oh, and we hold a royal warrant for catering services to HM the Queen too.

## 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:
  - Development Academies: Chefs Academy, Service Academy, Leadership Academy and Bespoke to You Academy
  - 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 high street stores
- Plenty of holiday days throughout the year.

## Contact

We look forward to hearing from you.

Contact the People Team at: [people@chandcogroup.com](mailto:people@chandcogroup.com) or visit [www.chandcogroup.com](http://www.chandcogroup.com)

Twitter: @chandco

Instagram: @\_chandco\_

LinedIn: [www.linkedin.com/company/ch&co](http://www.linkedin.com/company/ch&co)





**“We believe in fostering a culture of growing talent from within by providing development opportunities for our people”**





# Compass Group UK & Ireland

You will be supported every step of the way at this foodservice powerhouse

**H**iring the smile' and 'Training the skill' are words frequently used at our headquarters, and never has working at Compass Group UK & Ireland, the UK's largest food and support services company, been so rewarding. The company is going from strength to strength, with our vision to create the best career path for our team of tens of thousands of people, who create great-tasting food, memorable experiences and vital support services that can transform every day into a great day.

Our Compass Group UK & Ireland apprenticeships are inspiring the next generation of hospitality talent and elevating the structured career development on offer to our fantastic team of people. There are 31 apprenticeship programmes available, from commis chef to chef de partie, and from events assistant to cleaning and support services.

We believe in fostering a culture of growing talent from within by providing development opportunities for our people – so once you work for Compass Group UK & Ireland, the world is your oyster. The Compass Group family works with leading organisations across a broad range of industries to provide outstanding restaurant experiences, support unrivalled sporting events, to feed thousands of schoolchildren, patients and military personnel, as well as delivering warm welcomes, clean spaces and safe environments.

## A career pathway tailored for you

We have launched Food Connected & Support Services Connected, which take candidates from level 2 to degree level 6 and 7 within culinary, front of house, retail, business, security, HR, events, finance, facilities management and IT/digital solutions.

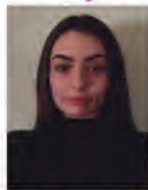
Opportunities are inclusive and diversity

is at the heart of everything we do. Learning experiences are delivered within world-class culinary and hospitality venues and candidates will benefit from access to internal and external industry experts, as well as wider commercial expertise from across the business portfolio.

## Benefits

We offer a wide range of benefits, from employee discounts to long service awards and colleague recognition schemes. Since the start of the pandemic we have enhanced our Employee Assistance Programme and our Compass You Matter mental health campaign.

## Bethany Stanway



"I started at Compass Group UK & Ireland in April 2021 through the Kickstart scheme. I attended an online pre-employability course with hospitality charity Springboard, which helped me decide what

to do next. My current role is working in hospitality and customer service at Wolverhampton Wanderers Football Club.

"Every day is different. Compass Group has helped me in many ways, including having my own mentor, and I receive weekly calls to check on my progress and my wellbeing."

## Megha Dhingra



"I joined Compass Group eight months ago. I was offered a six-month Kickstart contract and worked in the kitchens at the Oval. I'm now a barista on HMS Belfast. My progression has all been down to the

Springboard training and my work experience at Compass Group. Compass Group has supported me by giving me a job which works around me. I feel constantly supported with wellbeing checks – I know I can always count on them."

## Natasha Hutchings



"I've been part of the Compass Group family for five years, starting as a front of house customer service assistant. I was then encouraged to do a Level 2 commis chef apprenticeship, and I've now progressed onto a Level 3 chef

de partie apprenticeship. My responsibilities include ensuring the kitchen is clean, stocking fridges, making sure breakfasts and lunches are served on time, checking deliveries and monitoring stock levels. I love seeing customers smile, it gives me immense satisfaction."

## Reece Courtney



"I joined Compass Group UK & Ireland two years ago and I'm now working in ESS Defence as a commis chef. A typical day for me consists of prepping for service, working across mains, vegetables or the salad bar, I'm happy to be hands on – I'm content when I'm busy!"

"Some advice which has stuck with me is to never let a bad service or a mistake get to me – everyone has them. I'm well on my way to becoming a qualified chef and I couldn't be happier."

Email Compass Group UK & Ireland at [apprenticeships@compass-group.co.uk](mailto:apprenticeships@compass-group.co.uk) or telephone 0121 457 5126





**“The  
company  
believes that every  
team member’s  
opinion matters and it  
encourages employees  
to share their  
suggestions”**





# Firmdale

Interior design is at the heart of this world-class collection of hotels, which is looking for people who want to learn and progress through its ranks

“Hotels should be living things, not stuffy institutions,” maintain Tim and Kit Kemp, owners of Firmdale Hotels.

Firmdale Hotels’ high standard of excellence and award-winning interiors add up to a winning combination. The interiors are beautifully designed by Kit Kemp in her luxurious, modern British style for which her innovative, exciting mix of colour, pattern, texture and art is world-renowned.

Firmdale Hotels puts people at the heart of its business. Team members are filled with passion, enthusiasm and a love for what they do. Firmdale Hotels received the Best Employer Award at the Cateys in 2017 and 2020, and has also won several awards in recognition of its investment in people, including Best Candidate Experience and Excellence in Employee Engagement.

## Love what you do

Firmdale Hotels is looking for individuals to help it grow and continue to offer world-class, personal service throughout its restaurants, bars and hotels in London and New York.

Firmdale wants people who are motivated by working in a dynamic, visually inspiring environment with designs of exceptional quality and service to match.

## The family feel

Firmdale embraces the unique qualities of each team member and encourages individuality – it starts with the person, not their CV. The company offers a warm environment, treating both employees and guests with respect and inclusivity.

Firmdale inspires its teams to love what they do and live its values: attention to detail, resilience,

passion, enthusiasm and an understanding of the importance of relationships with one another and with guests.

Firmdale’s commitment to its people is to deliver a great place to work, where excellent perks and benefits are offered, where success is recognised and rewarded and long service is celebrated. Everyone is involved in the weekly, monthly and quarterly staff events, which include afternoon teas, appreciation weeks and our Firmdale Employee Engagement events and awards throughout the year.

Firmdale believes that all its people have the opportunity to grow and progress, whatever their role. Management development and mentor programmes, apprenticeships and an inspiring learning directory actively increase knowledge and skills.

Firmdale relishes originality and innovative, proactive thinking is at the heart of how it operates. The company believes that every team member’s opinion matters and it encourages employees to share their suggestions to improve the guest experience.

## Benefits

- 28 days’ paid holiday (including bank holidays) increasing with length of service
- Company-wide and departmental incentives including a generous ‘refer a friend’ bonus
- ‘Firmdale Experience’ and long service vouchers
- Wage Stream to access wages before payday.

## Contact

Email [recruitment@firmdale.com](mailto:recruitment@firmdale.com)  
or go to [www.firmdalehotels.com](http://www.firmdalehotels.com)

## Case study



**Alex Cooper, food and beverage manager, Haymarket Hotel**

“I joined Firmdale straight out of school in what was a completely unknown world to me.

It soon became apparent that this industry was not just a job, but a passion, and I was hungry to learn. I started my journey as a room service waiter not knowing what an eggs benedict was, and have now developed into a food and beverage manager. Along the way I have experienced two hotel openings, worked at five of the eight hotels and was runner-up in UK Restaurant Manager of the Year 2016.

“Firmdale has shown faith and invested in me every step of the way and I am proud to be part of the family. No day is the same and there are new exciting challenges every day. I love what I do.”





**“The  
hotel’s Food  
and Beverage  
Academy offers nine  
months of once-in-  
a-lifetime  
opportunities”**





# The Grand Brighton

This progressive, modern and enthusiastic hotel located on the sunny south coast is looking for its next set of hospitality professionals to take it forward

The Grand Brighton is one of the most iconic landmarks on England's south coast. Housed in a creative city bubbling with culture, you'll find that it's just the fabric of the 157-year-old building that's historic. The interiors have been lovingly upgraded to suit the modern traveller, and at the forefront of the hotel is a team that is welcoming, energetic and go-getting.

As you look beyond the hotel's Victorian façade, inside you'll walk in the footsteps of famous tales, certain that you're joining a culture that's both progressive and free-spirited.

## Creating an exceptional experience

With people at the heart of its culture, the Grand Brighton is proud to be a recent winner of the industry accolade Best Employer at the Cateys, listed in the UK's 100 Best Large Companies to Work, and to have been crowned the nation's Best Place to Work in Hospitality by *The Caterer*.

Underpinning the positive people culture is an emphasis on recognising employees who deliver exceptional hospitality with continuous reward schemes. All staff also have access to the online discount platform, Perkbox, which entitles users to free mobile phone insurance, discounted cinema tickets and fitness classes. Internally, the hotel runs its own reward platform where managers are encouraged to gift team members with digital vouchers for living company values and delivering exceptional service.

## Developing the next generation

The Grand Brighton believes that exceptional people deserve to have exceptional experiences, which is why it has strong development programmes to in leadership, food and beverage.

The hotel's Food and Beverage Academy is open to team members from restaurant, room service, lounge, events, and kitchen teams, and offers nine months of once-in-a-lifetime opportunities. Here, the Academy's members can go behind the scenes of food and beverage preparation and meet with local suppliers and come away with fountains of knowledge, which they are keen to share with their customers.

For aspiring leaders, the Management Academy offers carefully chosen mentees an opportunity to develop on a personal and professional level. The 12-month programme includes emotional intelligence workshops and development sessions in how to build resilience in a business environment.

Development programmes such as these drive the Grand Brighton's focus on career progression, which saw 60 promotions among staff in recent years. Further proof can be seen in the impressive retention record – where one in 10 staff have served a decade or more, with 70% of employees maintaining a year or more.

Andi Hiron, people director at the Grand Brighton, says: "Without a doubt, this is the best place to work, in Brighton and the UK, and it's wonderful to have that recognised by so many accolades. Still, as a team we're only getting better. We're now looking for the next generation of hospitality professionals, and we'd love for you to join us."

## Contact

To find out more about joining the next generation of hospitality professionals, please email People Director, Andi Hiron at [andi.hiron@grandbrighton.co.uk](mailto:andi.hiron@grandbrighton.co.uk)

## Case study



### Gosia Oszkiel, executive housekeeper

"I've been at the Grand Brighton for eight years, working my way up from a summer placement through supervisor and management positions. Now, as executive housekeeper, I'm responsible for the largest team in the hotel, with 50 staff.

"My interest in housekeeping really began to grow when I started to attend some hotel supervisory development sessions. Then, in 2017, when my maternity cover role as deputy housekeeper became permanent, I found out that our hotel had introduced the Management Academy programme and I really wanted to be a part of it. I learned that by setting goals through the academy, like running a marathon, that reaching these big milestones can put you in the right mindset to take on any challenge.

"I really feel that the Grand Brighton has helped me to grow, both personally and professionally, and this is just a beginning."





**“Harbour  
Hotels is  
focused on  
emerging talent;  
attracting, retaining  
and developing  
the best”**





# Harbour Hotels

This group's Crew helps run luxury hotels, restaurants, bars and spas on the scenic south coast, with a training scheme constantly hunting for its next stars

Luxury lifestyle hotel group Harbour Hotels, one of the UK's most exciting and talked-about emerging hotel brands, now spans 15 coastal, country and city locations around the south and south west, with properties in Cornwall, Devon, Dorset, Hampshire, Sussex, and Surrey. The hotels regularly feature in prestigious lists and attract glowing reviews from the likes of *Condé Nast Traveller*, *The Times* and *The Telegraph*.

From seafronts to harbours, a hotel inside a historic bank and a five-star hotel in Southampton designed to mirror a super-yacht, the group's iconic, desirable locations are a big attraction for guests and the Crew alike.

Indeed, Harbour Hotels doesn't want guests to just stay – they want them to have an experience to remember; and the Crew are integral to that aim. From providing outstanding food, wine and facilities inside, to helping guests enjoy the best local attractions and activities in the surrounding area. The Harbour Hotels Crew help arrange memorable moments, get their guests there, and even pack them a picnic to take.

The group features market-leading restaurant brands including Southampton's hugely successful rooftop bar, HarBAR on 6th, the award-winning Jetty restaurant concept across multiple locations, Richmond's most-hyped neighbourhood restaurant, the Gate Kitchen, Bar & Restaurant, and the group's latest foodie concept, Harbour Kitchen. From junior waiters and chefs through to food and beverage managers and head chefs, the group offers exciting opportunities at every level.

From immersive subterranean spas in Brighton and Bristol, to panoramic bay views in

Sidmouth and St Ives, the group is well-known for its luxury HarSPA concept and also offers spa therapists an industry-leading rewards programme. With a commitment to develop from within, there is an opportunity to progress into senior management roles.

## Harbour Beach Club & Hotel

The most anticipated opening of the year and the newest addition to the Harbour Hotels growing portfolio, Harbour Beach Club and Hotel is a brand new beachfront hotel and resort on South Sands in Devon. *Condé Nast Traveller* recently described the hotel as "a new contender" for one of the world's best beach clubs while *The Sunday Times* described the hotel as a "stylish new stay in Salcombe".

The seafood-inspired restaurant has folding doors that open onto a wrap-around terrace with views of the crystal-clear waters. Not only can the Crew enjoy these dreamy views all day long, they can go for a stroll around the bay on break, or even cool off by taking a dip in the sea.

## Development opportunities

Harbour Hotels is focused on emerging talent; attracting, retaining and developing the best from those within the group and outside. Newly launched, the 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. The programme aims to create a flow of young talent in the Harbour Hotels Crew – home-growing and developing their future leaders.

Harbour Hotels Group is constantly looking to on-board highly energetic, passionate and committed graduates at degree level to the its two-year programme. Applications are taken all year-round and, following successful completion, graduates will be appointed as a hotel head of department and receive continued professional development towards a hotel manager or general manager role within the group.

Harbour Hotels also has an open approach to hospitality apprenticeships and encourage their Crew to apply with the belief that it can enhance careers.

## Crew benefits

- Excellent progression opportunities
- Individual and bespoke career and progression pathways
- Competitive salary across all roles
- Unique on-the-job training and development with an opportunity for internal promotions within the group
- Hotel stay and food and beverage discounts across the group
- Stylish boutique uniform specially designed for Harbour Hotels
- Meals included while on duty
- Group life cover
- Bespoke nutrition and fitness advice for all Crew
- 24/7 GP services
- Mental health and well-being support.

## Get in touch

For recruitment queries please contact [peopleteam@harbourhotels.co.uk](mailto:peopleteam@harbourhotels.co.uk) or visit [www.harbourhotels.co.uk](http://www.harbourhotels.co.uk)





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





# Harrison Catering

This educational and corporate caterer develops dynamic people, from trainee to management

**H**arrison Catering Services is an independent, family-owned company, founded in 1994 by Geoffrey Harrison. It provides contract catering to educational establishments and corporate clients across the UK and prides itself in delivering a positive catering experience through the creation of fresh, balanced meals, served by exceptional people.

Our people really are the heart of our business. We recognise the valuable contribution each team member makes to our continued success and are proud of our diverse workforce, all of whom share a common characteristic; a positive attitude, good work ethic, a willingness to learn new skills and a desire to deliver a memorable catering service to our customers and clients. It's our belief that by investing in our people we create a dedicated, motivated team who choose to go that extra mile. As a result, our employee retention rates far exceed the industry average and long service is celebrated.

Our philosophy is to nurture individuals with a desire to enhance and progress their careers by encouraging those at entry level with little or no craft skills to undertake their professional cookery skill-set and improve their knowledge. For employees wishing to advance to management or diversify into other roles, Harrison has an array of training programmes available. In fact, Harrison is proud to have won many prestigious awards for its training and providing opportunities for personal development.

We are equally 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, a charity established in 2011 by Harrison Catering Services, offers aspiring young chefs a taste of what the catering and hospitality industry has to offer through a series of practical workshops.

Paul Biddle, Director of Human Resources, adds: "Harrison understands the importance of training and developing people. It is integral to our organisation and is underpinned by our core values. As a result, we see an increase in individual motivation, team morale, staff retention and efficiencies in processes. This is not only beneficial to our employees, but has a positive impact on delivering a consistently high-quality catering service to our customers and clients".

## Benefits

As a valued member of the Harrison team, we offer comprehensive training, fantastic career development opportunities and some exciting benefits, including:

- A personalised induction programme
- A range of formal craft training
- Management-accredited training
- Apprenticeship opportunities
- Excellent development opportunities
- Term time, full and part-time roles available
- 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](http://www.harrisoncatering.co.uk) for more information

## Case study



### Tom Upton, Harrison Group Manager

Tom started his journey with Harrison Catering in 2014, when he joined as duty catering manager at a large boarding school in Surrey. Tom admired the Harrison ethos of using fresh ingredients to create enjoyable dishes, all of which resonated with him and his passion for great food while delivering excellent service.

In 2016, Tom was successfully promoted to group manager after completing comprehensive training with Harrison including a Level 4 diploma in hospitality management and a bespoke Harrison Group Manager programme.

### A typical working day for Tom

"The greatest part of my role is variety," he says. "No two days are the same. You get to work with great people, delivering a first-class service, which is extremely rewarding"

Tom's time is split between multiple sites, managing various aspects of the catering operations, including team management, client meetings, managing budgets and operating standards, while collaborating with various stakeholders to drive innovative solutions.

"If you believe in yourself and have the determination to succeed, a career in hospitality is truly amazing."





**“The company is ranked as number one on the UK’s Best Workplaces list and number three on the UK’s Best Workplaces for Women list”**





# Hilton

A global company with an individual focus on its people offers a huge range of training opportunities

**A**cross its 6,600 properties worldwide, Hilton has created a special culture centred around its team members. From flexible working and fast career progression to being enrolled onto the company's exclusive travel discount programme, a career at Hilton can offer a real world of opportunity.

For over a century, Hilton has adapted to the evolving needs of its teams, offering a huge number of opportunities for personal development, including apprenticeships and graduate programmes. The company is ranked as number one on the UK's Best Workplaces list and number three on the UK's Best Workplaces for Women list by Great Place to Work, and it is committed to creating a diverse and exceptional workplace culture, supporting team members in achieving both personal and professional goals.

With enhanced leadership development programmes that benefit team members at every level, such as the 2021 Lead@Hilton scheme, which provides access to coaching and mentoring by senior leaders in the business, each Hilton team member is seen as a potential leader and is critical to its global success.

During one of the most challenging times for the hospitality industry, Hilton understands that wellbeing is more important than ever. Programmes such as Thrive@Hilton offer team members a mental wellness hub and free access to the Thrive Global app, which are loaded with mental health and wellness resources. Leadership teams also receive access to a range of coaching and support resources to create conditions where team members can be the best version of themselves.

Additionally, the company's ethos is further grounded with a strong focus to drive positive social and environmental change across its operations and the communities in which it operates. Through its Travel with Purpose programme, Hilton continues to recognise the importance of sustainable travel and tourism.

To encourage greater inclusivity within the business, the company also offers flexible working patterns across corporate and hotel roles as well as flexible hours to help balance personal commitments and family-focused programmes, including enhanced parental leave, bereavement leave and adoption leave.

Hilton takes every opportunity to grow and recognise its team members, such as Mario Anthony Xavier De Souza, restaurant supervisor at Hilton London Syon Park, who recently completed the Level 3 hospitality supervisor apprenticeship. Through his training, Mario was given the tools to gain technical knowledge and practical experience, while developing his hospitality skills to an exceptional standard.

Mario said: "I joined Hilton in 2018 and it is the best decision I have made yet! I'm so grateful that my apprenticeship has not only allowed me to earn a qualification, but I've also learned about the different areas of the hotel and have been given a chance to develop important skills that will help me in my career."

## Benefits

- Go Hilton Travel Discount Programme – discounts at our hotels for you and your family.
- Hilton Marketplace – access to thousands of discounts and deals at leading retailers.
- Thrive@Hilton – supporting wellbeing and performance with best-in-class benefits, recognition and support to meet both personal and professional needs.
- Lead@Hilton – a holistic leadership development framework for team members at every step of their careers.
- Employee assistance programme – free access to confidential and impartial advice.

## Contact

For more information about a career at Hilton, visit [jobs.hilton.com](https://jobs.hilton.com)

## Case study



**Nicola Smith, director of operations, Hilton Woking**

Nicola joined Hilton's UK graduate programme and quickly climbed the hospitality career ladder. After just 18

months working across a variety of operational roles, she was appointed her first management role as restaurant and room service manager at Hilton London Syon Park, before rising to deputy manager at Hilton Bath (now DoubleTree by Hilton Bath) and Hilton Avisford Park.

She said: "The leaders at Hilton are incredibly inspiring! From the small acts like

wishing every team member 'good morning'; the emphasis is on creating a friendly and inclusive workplace. I've continuously been inspired by my colleagues and they feed my passion to work to my best ability. From the beginning of my career at Hilton, there have been endless opportunities given to me and I'm excited to see what's next."





**“We offer personalised career progression on a global stage with many of our team members able to move to our European and American properties”**



# Lore Group

There's a bright future at this collection of quirky, independent hotels, with opportunities at a new London hotel and the chance to travel the world

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

We are an international hospitality company that designs, transforms, owns and operates hotels, restaurants and bars across London, Europe and the US.

Each of our hotels are different, providing our guests and employees with unique experiences in our locations. Our current hotels include Riggs DC and Lyle in Washington, DC, the Pulitzer and Kimpton de Witt in Amsterdam, and Sea Containers London. With additional properties being added to our portfolio in the near future, this is a fantastic time to join Lore Group.

## Our hotels in London

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.

The Sea Containers London team is committed to reinventing the traditional hotel experience, with the belief that treating each other like family elevates both the working experience and the way our guests are treated.

The soon-to-open One Hundred Shoreditch represents an independent spirit at the social heart of an evolving Shoreditch. Located in a prominent position on Shoreditch High Street, the property will be the newest hotel in east London, following a sustainable redesign.

The hotel's bedrooms will offer a calm respite and a sense of tranquillity, allowing guests to disconnect from the outside world. The property

will be home to six restaurants and bars, including a seafood restaurant and wine bar, a destination cocktail bar and a rooftop terrace bar offering panoramic views over east London.

Our new team will be central to creating our inclusive and welcoming culture, helping us bring to life our vision to be known as "the hospitality employer of choice" in Shoreditch.

As a group, we are committed to training, developing, mentoring and coaching a world-class team that delivers memorable experiences for our guests. We offer personalised career progression on a global stage with many of our team members able to move to our European and American properties and vice versa. We prefer to promote and transfer within our group when possible, backed up by tailored training using internal and external resources. We believe our future leaders are always alongside us.

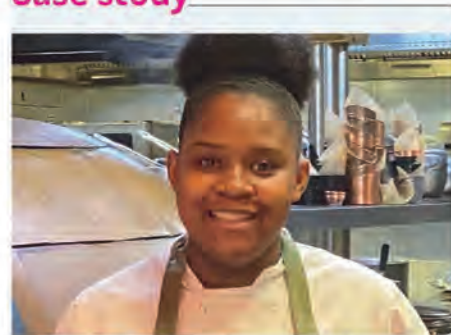
## Benefits

- A Guest Experience, including an overnight stay with dinner, breakfast and a drink.
- Discounted rates on rooms, restaurants, bars and spas in our hotels around the world.
- Uniforms and dry-cleaning.
- Bespoke training programmes (including a two-day welcome, English classes and emotional intelligence training, among others).
- Constructive and regular performance reviews.
- 28 days' holiday (increasing based on length of service).

## Contact

**If you're interested in learning more about joining Lore Group, visit [www.loregroup.com](http://www.loregroup.com) or get in touch on [careers@loregroup.com](mailto:careers@loregroup.com)**

## Case study



### India Browne, Commis Pastry Chef, Sea Containers London

India joined Sea Containers London in September 2018 as an apprentice through Lewisham College. Having come from a family who loved cooking, India always wanted to be in the kitchen and, having started an academic college course, quickly realised she'd rather do an apprenticeship.

"When I began the apprenticeship, I was pretty reserved and not great at working with new people, but my time here helped build my confidence and I have come out of my shell," she says.

India completed her apprenticeship and is now a full-time commis pastry chef at the hotel. She adds: "My team is amazing; they've taught me so much. Now that I'm a commis chef, I want to continue to progress and learn as much as possible. My advice for anyone starting in the industry is to be open to learning new things and to try all areas before settling on your path."





“Our goal is to be an employer of choice for those willing to work hard, who are ambitious to find success and wish to be rewarded well”





# Red Carnation Hotels

A luxury hotel company with a global presence and award-winning management programmes that come with the royal seal of approval

**T**he Red Carnation Hotel Collection comprises 20 luxurious five- and four-star, award-winning properties, each managed and run by an exceptional team of individuals with a shared passion for hospitality and providing excellent levels of service.

At the heart of Red Carnation is its people. Whether these are the guests staying at the hotels or the team ensuring that they have memorable experiences, this family-run company is deeply committed to looking after each and every individual.

A set of core values creates a solid foundation for all those who are part of the Red Carnation family and unites all members from the UK, Guernsey, Switzerland, Ireland, South Africa, Botswana and the US with the philosophy of "No request is too large, no detail too small".

## Cultivating an inclusive culture

The Red Carnation Hotel Collection was officially recognised at Platinum standard Investors in People in 2020, the highest accolade it's possible to reach – and we achieved this on a global basis. This award recognises our commitment to all initiatives that are people- and culture-oriented, including career growth and opportunities for all, as well as our far-reaching commitment to sustainability, diversity and inclusivity.

In 2020 we launched an initiative called Inclusivity, Diversity, Equality and Action (IDEA). We wanted to make sure our workforce was fully represented and that we were recruiting and developing people from all underrepresented groups to reach their full potential. As part of

this initiative we launched Identity Circles, which included many under-represented groups and provides a platform to discuss and propose ideas to drive this initiative forward.

Additionally in 2020 we were recognised again with a Princess Royal Training Award for our hugely successful Management Programme, which has a track record in developing people and getting them "management ready" in both the company and sector. We are truly proud to be awarded these two high-profile accolades, which are gloriously non-industry-specific, thereby pitching us against any business in any sector.

Our goal is to be an employer of choice for those willing to work hard, who are ambitious to find success and wish to be rewarded well, paid fairly and treated as an individual within our family-owned and run atmosphere.

We offer work experience, structured internships, apprenticeships and a superb, award-winning graduate programme, giving you an opportunity to experience the industry and help you achieve your career goals.

## Benefits

- Free meals on duty
- Award-winning training and development
- Holiday allowance increasing with length of service up to 25 days
- Two paid volunteering days each year
- Hotel-based incentive schemes
- Discounted accommodation rates with The Red Carnation Hotel Collection and The Travel Corporation globally
- Staff appreciation annual party and other employee recognition events

## Case study



### Andrew Muir, guest experience manager

"They say in life to expect the unexpected. While I was at a crossroads in life, having not left long school, I stumbled upon Red Carnation Hotels having stayed at one of its hotels. I then came across the Red Carnation Management Programme and applied and the unexpected happened!

"Having started at the wonderful Montague on the Gardens working behind the Leopard Bar, where I found I couldn't even carry a tray, I ended up on Buckingham Palace Road at the award-winning Hotel 41 in my first managerial role at just 21 (I still pinch myself now at this!).

There are few companies who would give an 18-year-old opportunities like I have been granted, but Red Carnation took a chance and, fast-forward eight years, and the love affair is stronger than ever. I have experienced every department within hotels, going from winning Management Programme Participant of the Year to head housekeeper and later guest experience manager."

- Season ticket loan, employee assistance programme and cycle-to-work scheme
- Complimentary dry cleaning of business attire

## Contact

Email [hr@rchmail.com](mailto:hr@rchmail.com) or go to [www.redcarnationhotels.com](http://www.redcarnationhotels.com)





**“For  
us, your  
potential is not  
your credentials or  
your past: it is your  
personality and  
sense of  
curiosity”**





# Rosewood London

People working at this residential-style hotel pride themselves on the genuine, rewarding and long-lasting relationships made with their guests

**H**ere 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, to 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 guest experiences that go beyond the expected. Whether it is our bar team and 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 along with 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 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 share their expertise and assist in opening some of the world's most iconic hotels.

## Our benefits

Rosewood Hotels & Resorts is a distinctive collection of highly individual, luxurious, residential-style 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 and accolades.

We keep our diverse team of associates from more than 50 different countries engaged and happy through a range of benefits, which include up to 12 complimentary room nights per year in our sister properties throughout the collection; discounts in our own food and beverage outlets; generous recognition and reward programmes; complimentary meals of high quality in our associate restaurant; and discounts through our very own benefit platform My Rosewood London. We also organise regular social outings to create and further enhance the feel of family and connection among all Rosewood Associates.

Joining Rosewood London is not just a career but a deeply rewarding journey with an enriched culture where one is inspired to look at life as a living canvas of limitless possibilities. If you are curious to discover your natural calling, we welcome you to explore and discover the Rosewood journey with us to create new experiences and make new discoveries. Together, we can push the boundaries to impart magic into every day.

## Contact

To find out more about our roles, visit [www.rosewoodhotels.com/en/careers](http://www.rosewoodhotels.com/en/careers)

## Case study



Gabriela began her Rosewood London journey in 2018 as guest relations officer and achieved a promotion to guest relations supervisor a year later. She was also recognised as brand ambassador and was amongst the top 10 highest scoring in the employee of the month award.

Gabriela was selected to take part in a supervisory development programme for aspiring leaders and even prior to its completion was promoted to manager on duty in 2021, responsible for managing the operation of the guest relations team.

"My calling and what makes me very proud to be part of the hospitality industry is that we are able to change people's lives every single day," she says. "We can celebrate with them, and we can also help them turn a bad day into a good one."

"What I love about the Rosewood Hotel Group is that we are empowered to create these wonderful experiences for our guests and fellow associates. Our innovative ideas are heard and we are encouraged to always follow our passion for hospitality."





**“The hotel is ranked number six of over 1,100 hotels in London”**





# Royal Lancaster London

The awards just keep coming at this hugely popular luxury London hotel

**R**oyal Lancaster London is a modern, stylish mid-century architectural icon with breathtaking views over Hyde Park and the ambition to be the happiest hotel in London.

Established as a five-star hotel it has clear visions and values for all employees, with a strong belief that when anyone joins it is not just for a job but for their career. Based on the motto "We Always Care" the hotel is proactive on ensuring that any new starter receives the right level of care when it comes to support.

The hotel has 411 rooms and suites, four food and beverage outlets, a high-spec gym and some of London's largest event spaces, plus a custom-built Smart Studio to host virtual productions on the 19th floor. This is all supported with over 350 staff across 16 departments.

The approach to management is different from a conventional infrastructure, and the hotel works to an inverted hierarchy. Effectively,

this is a reverse approach to management, where employees with their line managers are empowered to make key daily decisions for the business. Senior managers and executives progressively provide hands-on support to their team members, helping them in their role to provide the best level of five-star service.

As a result the hotel has created a happy staff culture along with a strong culture for the learning and development. As well as hospitality apprenticeships there is plenty of opportunity for anyone wanting to start their career in hotels.

In 2017 the hotel celebrated its 50th year with the completion of an £85m transformation. Fast-forward to 2021 and the hotel is ranked number six of over 1,100 hotels in London on TripAdvisor and also Travellers' Choice Best of the Best winner in 2020 and 2021.

It has been recognised by *The Sunday Times* for five years in its Top 100 companies to Work

For and has also received the Springboard with Best Employer Award 2020. Our general manager, Sally Beck, was *The Caterer's* Manager of the Year 2019, *The Caterer* Hotelier of the Year 2019 and 2020 and Hotelier of the Year at the Preferred Hotel's 2020 Awards of Excellence.

## Benefits

- Birthday celebrations with Perkbox gift
- Meals on duty
- 24-hour dry cleaning for uniforms
- Royal Lancaster London Academy
- Cycle to Work scheme
- Friends and family rates
- Discounts on food and beverage in the hotel
- Employee assistance programme.

## Contact

To join us go to:

[www.royallancaster.com/careers](http://www.royallancaster.com/careers)

## Case study



### Sebastian Pokrzywniak

Sebastian joined the Royal Lancaster London in 2007 as the doorman and has worked his way up to assistant head concierge having completed an Institute of Hospitality leadership programme and Level

five hospitality apprenticeship.

"I remember when I started my first day like it was yesterday, I was left my own in a very

busy hotel lobby with 900 delegates from events arriving and a huge list of guest requests.

"As I was new, not just to the hotel but to London, I had to work things out quickly! Since that day I have never looked back and after my first week in the hotel I fell in love with my job."

### Saray Marin

Saray joined as a front office receptionist apprentice in December 2019 and recently completed her level two hospitality team member apprenticeship.

"Being a member of the team at the Royal Lancaster London has given me the opportunity to develop my guest relations skills," she says.

"English language has been my biggest challenge, but with the support from my coach and colleagues everyone has been helpful and patient, giving me confidence when I speak to guests."



ROYAL  
LANCASTER  
LONDON



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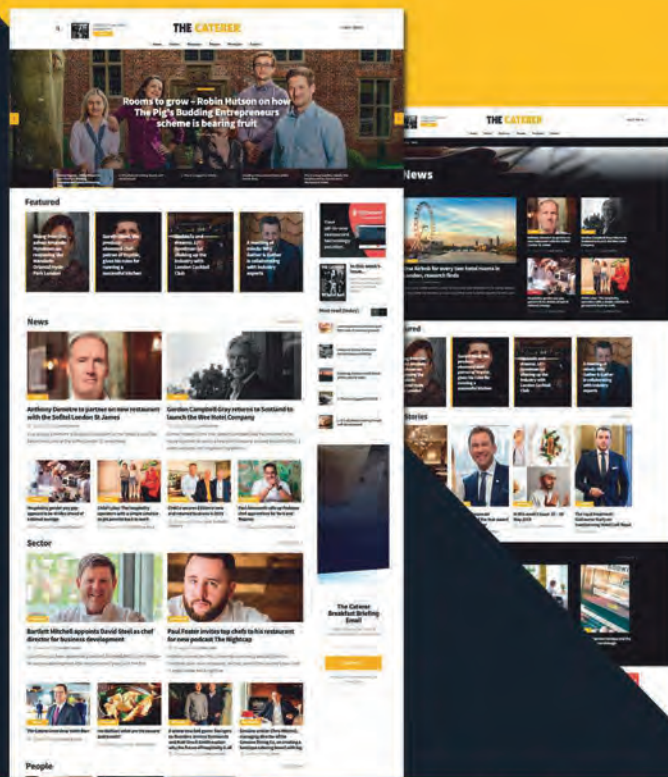
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[www.springboard.uk.net](http://www.springboard.uk.net)



Department for Work and Pensions

**Jobcentre Plus**  
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<https://los.direct.gov.uk>



**UK Hospitality**  
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[www.ukhospitality.org.uk](http://www.ukhospitality.org.uk)



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