

The Skills South East Award for Training & Development

# Careys Manor Hotel & SenSpa

**Contact:** Stacey Riachrds

**Phone:** 01590 623551

**E-mail:** stacey.richards@careysmanor.com

**Website:** www.careysmanor.com

Careys Manor and SenSpa take a positive view of training throughout their entire organisation.

Leaders within the business have invested considerable time and resources to developing staff in a range of different aspects including customer service; business administration; front of house; hospitality supervision and professional cookery.

All initiatives have the purpose of improving the customer focus within the business. For staff who are behind the scenes the focus has been on 'internal customers' along with quality.

The main driver during the past year has been to improve leadership within the business and the development of people managers or those holding key positions. This investment in turn results in improved performance across the entire business.



There is an ethos within Careys Manor to offer real career opportunities to local people as opposed to providing them with a temporary, stopgap job. Working closely in partnership with both Brockenhurst and Totton Colleges, Careys Manor provide local people with opportunities, resources and support to move up through the organisation over a period of time.

Learning is always monitored to ensure it meets the needs of the business and is tailored and improved if necessary. This is either in the form of a verbal feedback or through feedback forms depending on the profile of the candidate and the course taken.

