

## The Totton College Award for Training &amp; Development

**Careys Manor & Montagu Arms Hotel****Contact:** Stacey Richards**Phone:** 01590 623551**E-mail:** Stacey.Richards@careysmanor.com**Website:** www.careysmanor.com

Staff at Careys Manor and The Montagu Arms are supported in a wide variety of ways with personal and career development. The Human Resources department actively offer all staff the chance to participate in NVQs, short courses and other development opportunities within the industry.



The hotels have engaged with a range of training providers to offer staff a variety of opportunities, notably enabling thirteen staff to attend a one day Hotel Finishing School course, while two Heads of Department participated in a Lead, Motivate and Succeed course organised through Tourism SouthEast. Both hotels frequently offer local students a range of employment and work experience opportunities.

The business considers that assessing, monitoring and implementing effective training and development initiatives are key to ensuring the continued advancement



of the business. As a result of this, the Heads of Department and Managers regularly undertake one-to-one meetings with employees at all levels,

formulating a comprehensive learning review and developing a clear and strategic plan to move forward.

Despite the economic downturn, the business has continued to invest in its workforce at a time when many would have been consolidating their budgets and training initiatives. Staff can see for themselves that a budget has been set aside to invest in them at a time when many companies are making cutbacks. This helps them to feel more secure and in turn aids retention.



