

Greenclose Hotels Ltd

Contact: Sam Wilkes-Kendall

Phone: 01590 623551

E-mail: sam@careysmanor.com

Website: www.careysmanor.com

Keen to support employees with personal and career development, the HR department at Greenclose (Careys Manor and Montagu Arms) actively encourage all staff to participate in NVQs, short courses and development opportunities across the industry.

During the initial company and departmental inductions, new members of staff are equipped to fully understand the business, the expectations of the hotel and its customers. To elevate customer service skills, 'Welcome Host Gold' training is being rolled out to all staff throughout Greenclose. Furthermore, they utilise the skills of the experienced senior management team to deliver service recovery training to a number of customer-facing teams.

Greenclose Hotels
LIMITED

Working closely with neighbouring Brockenhurst College and other local schools and colleges, both hotels frequently offer students a range of employment and work experience opportunities. The team has developed relationships with external



training providers enabling chefs to achieve a Level 3 Supervising Food Safety award, HR staff to undertake CIPD qualifications and the newly promoted Revenue Manager to start a HOSPA Revenue Management programme amongst others.

Heads of Department regularly sit down with their team to discuss group and individual needs. This is then fed back to the senior management team and to HR through frequent meetings, allowing the management team to assess the overall requirements of the business.

The business has achieved Investors In People status across all hotels recognising the continued commitment to people management.



Brockenhurst College