

NFBP Brilliance in Business Awards 2019

**The Totton College Award
for Training and Development**



Balmer Lawn Hotel

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Balmer Lawn Hotel in Brockenhurst have a wide ranging programme of training operating at all levels of the business, from the basic on the job training carried out by all supervisors and managers to the specific skill levels such as computer skills, social media training, health and safety, food hygiene and allergies, fire training, mixology, wine knowledge and mindfulness.

The culture of personal development through training starts at the very top, Michael Clitheroe, General Manger is currently enrolled into Solent University in the CMDA: BA Leadership and Business Management. This is a Chartered Management Institute Level 5 Diploma and will award Michael Chartered Manager status in June 2020. This was a fully sponsored qualification by the Balmer Lawn Hotel owners and has been instrumental in allowing Michael to progress at the hotel.

All new team members are appraised by their immediate head of department after completing 30, 60 and 90 days within the business. Throughout this process the hotel are assessing their individual training and development needs. Following this there will be a 6 monthly job chat and a formal annual review carried out by heads of departments and the General Manager.

The success of the training programme initiated is directly linked back to the growth of the business. Occupancy levels have risen by over 10% and the hotel's AA rating has gone from 4 Black Stars to 4 Silver Stars. The investment in staff is also associated with an increase in staff retention as individuals have been given opportunity to progress within the business rather than seeking opportunities with other employers.

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