

NFBP Brilliance in Business Awards 2019

The Totton College Award
for Training and Development



Master Builders House Hotel

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THE MASTER BUILDER'S
at Buckler's Hard

Based at Buckler's Hard, The Master Builder's House Hotel have placed a strong emphasis on career progression within the business. Through learning and internal mentoring, the business has identified talent and supported individuals to develop their own careers across a variety of job roles with the establishment.

This progression has been supported through NVQs as identified in job chats and full appraisals. One particular example is a Kitchen Porter, who was promoted to Commis Chef when he started his NVQ. Once he had finished this course he was promoted to Chef de Partie. This member of staff can now run a service in the pub kitchen and is proving to be a strong member of the team in the main kitchen. The appraisal process has been successful in identifying staff for progression within the business where particular strengths have been recognised or when a particular interest in an area of the business has been highlighted.

Mentoring has been initiated to help staff develop and reach their individual targets. New staff in particular are paired-up with more experienced members of staff to assist with their induction process and learn about the processes of the hotel.

As a result of the mentoring there has been a noted improvement in staff relationships. The mentees engaged in the programme have demonstrated significantly more confidence in their roles. There has also been a notable increase in staff retention which is seen as a key benefit in an often transient industry.

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