



progress

## Training, development and shoulders to lean on...

---

As a company we like to refer to ourselves as a **“Collection”** and that’s because, whilst we occasionally add another property to the family, we still consider ourselves to be quite a small and intimate group. For that reason, the training and development that’s on offer within our properties is a very organic affair.

We’re incredibly keen that **every staff member shows a desire to improve themselves** and even keener that we can support and supply that demand.

So wherever you think you can **grow**, do make sure you check in with your line manager and we’ll find the time include whatever is necessary, as soon as we can.

For all our die-hard hospitality members of staff, we have a great system in place to help you reach the heights of greatness. We call it "The Academy."



On paper it looks really rather clever (even if we do say so ourselves) but in working practice, we like to think of it as a well-supported **natural progression**.

## THE ACADEMY

# 1

### LEVEL ONE:

#### 3-Month Trial Period & Induction

Your first three months on the job will include all the training that you will need to get you out onto the floor. Successfully completing and passing your trial period means that you can move on (and up) to level two.



# 2

### LEVEL TWO:

#### Craft Skill Learning

Focusing on day-to-day tasks and responsibilities, training will be organised by your line manager or the HR team, aiming to help you gain the knowledge and skills that you need to be an expert in your field and master your craft.



# 3

### LEVEL THREE:

#### Aspiring Management Course

Twelve months in duration, level three tackles the qualifications and training you'll need to become a supervisor and manager of staff. You'll also learn about business and how efficient management contributes to successful growth.



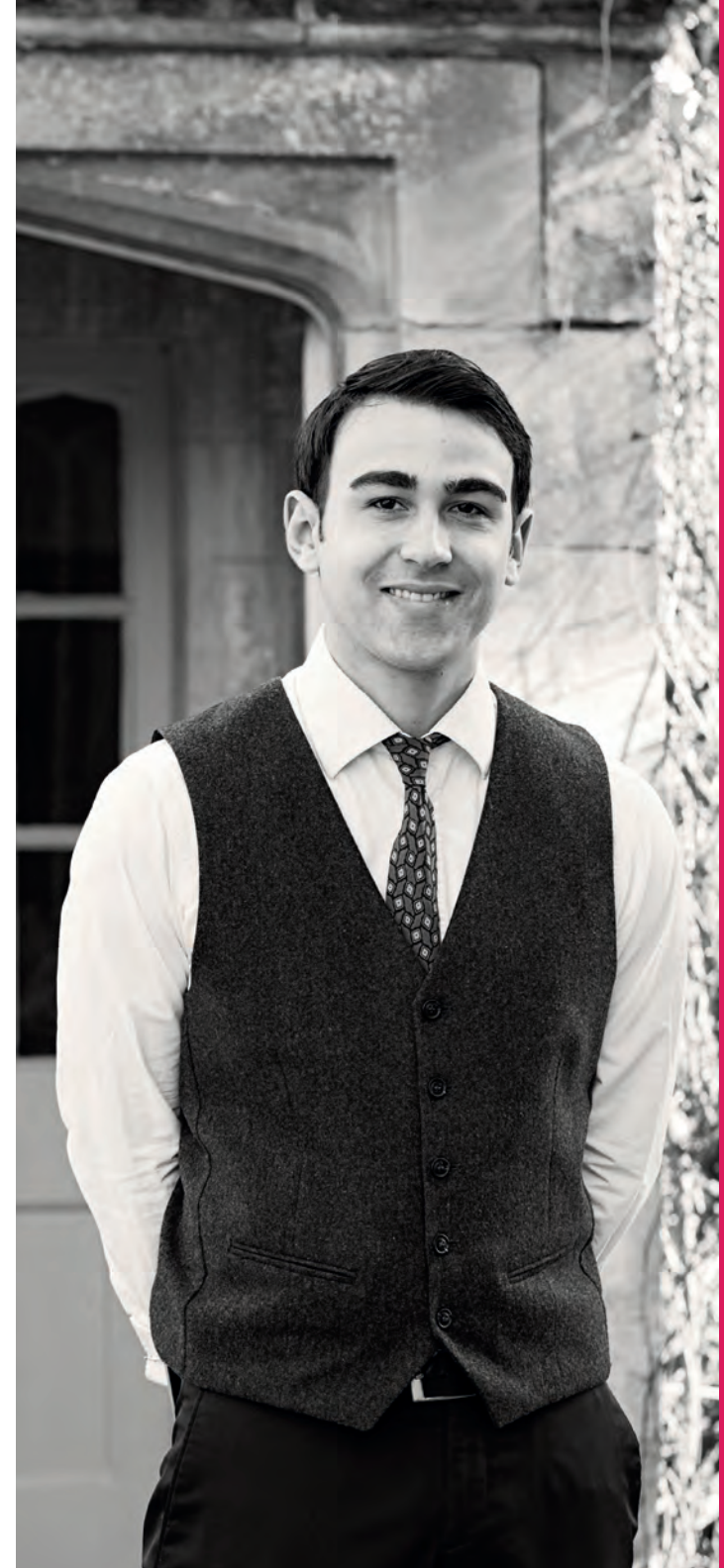
## LEVEL FOUR: Leadership Programme

4 Designed specifically for Heads of Department (a.k.a. HOD's) the Leadership Programme is all about learning advanced techniques in managing people, as well as making you look more strategically at our business.

## LEVEL FIVE: Master Innholder Scholarship (Two-week residential course)

5 This scholarship is pretty special and involves a lengthy application and interview process to secure your spot. Recognised across the industry as the mark of an excellent hotelier, it is therefore something that is attended by only a select few, but those who do have the opportunity to take it on have (its needless to say) well and truly smashed all four of the levels before it and have therefore become worthy of our recommendation.

The scholarship involves two weeks at either the Lausanne Hotel School, Cranfield School or Cornell Management School. These are undoubtedly, three of the best management training courses in the world.



## Your Future

---

We hope that as Calcot Collection recruit, you feel safe in the knowledge that your career will be well cared for by us. Indeed, whether you have your sights set on the Academy model or if a more relaxed development style is what you're hankering for, you can be assured that at the basis of all our training is the desire for you to **progress, learn more and develop**, both for yourself and for the sake of the business.

We understand that during your time with us, **support** is the key to making your job enjoyable. When you arrive, you will be assigned a "**buddy**" who will help you to settle in. You will also be assigned a **Line Manager** whose role is to ensure that you receive all the training you need to be an **effective** and **happy** team member. Last, but not least, our **HR team** are on hand to help with anything else you can think of.

*Shoulders To lean on...*

### Hospitality Action Employee Assistance Programme

For times that you need someone to talk to outside of your team, we have signed up to EAP.

Providing a totally confidential and expert service, the Employee Assistance Programme is there to help you when you are facing problems, difficulties or challenges relating to your home or working life.

On call around the clock, you can get in touch online, by email or by phone:

ONLINE:  
[hospitalityaction.org.uk](http://hospitalityaction.org.uk)

EMAIL:  
[assistance@hospitalityaction.org.uk](mailto:assistance@hospitalityaction.org.uk)

PHONE:  
0808 8022111

