

SECTION 5: TRAINING AND DEVELOPMENT

Beales Hotels are committed to training and developing staff at all levels within the business to help them reach their full potential. The company Staff Development Manager is available to answer any questions you may have on the information below, as is your Head of Department.

5.1 INDUCTION

New members of our teams receive a comprehensive introduction to Beales which includes the following (also detailed in your welcome letter):

First week – Hotel induction which will include working through the Company handbook folder with your hotels nominated representative responsible for hotel inductions, and a tour of the hotel. This will then be followed by a departmental induction which will be carried out by your head of department or one of their supervisors. An introduction to your job role within a specific department will be arranged by your head of department. As a new team member, you may feel unsure about how you will fit in and these inductions are designed to help your confidence – but if anything is unclear, ask questions.

Within the first three months – your Departmental Induction will continue, including the completion of your induction and departmental training plan. At the end of this time, a 13 week review will take place in the form of an informal chat also giving you the opportunity to ask any additional questions or raise any concerns. At the end of this meeting you will also sign off your induction check list to show that you have successfully completed your induction period with us. You will also receive an invitation to our Company Induction run by the Managing Director, which you must to attend.

5.2 PERFORMANCE REVIEWS

After your initial three-month review, all team members receive a six-monthly or annual performance review appraisal which will help to identify your training and development needs and aspirations, as well as giving you valuable feedback on your overall performance and contribution. You will receive at least one week's notice of this performance review which will be carried out with your senior manager.

Each team member is encouraged to take control of their Personal Development Plan, with the assistance of their Head of Department and Training & Development Manager.

5.3 ACHIEVEMENT AWARDS

The hotels run an award scheme to reward those staff who, in the opinion of guests and staff have given exemplary service in performing their duties. Details are as follows:

West Lodge Park and Beales Hotel - *Simply the Best* – a monthly award where the staff member is voted by guests and staff. Award - £50 voucher. A note of this award is recorded on the winner's personnel file.

5.4 TRAINING AND DEVELOPMENT ACTIVITIES

Based on an annual Training Plan, there is an on-going programme of training and development activities which reflect the needs of the business, individual hotel and individual member of staff.

The majority of this training will take place within your department by your Manager but additional training support is offered.

All staff are encouraged to work towards nationally recognised vocational qualifications (NVQ's) which relate to their job and personal development, at no cost to the individual, subject to the terms of a Training Agreement. The Company also aims to offer opportunities for young people on Modern Apprenticeship and management training schemes to gain qualifications by a vocational route.

Where applicable to your job, we are happy to support college attendance to improve your current skills, or source internet based training that you can complete at work.

Training courses on a variety of subjects are run in house as well as locally with external Companies and a list is circulated monthly to all hotels outlining details of Training Planned. If you have any questions about forthcoming training or your own individual training plan speak to your Head of Department or the Company Training and Development Manager.

