

Training & Development

Training and Development is crucial for you to feel confident in your role and therefore offer the best service possible. The Hotels actively encourage all forms of training and development, either internally or externally.

We provide training opportunities for all team members covering a wide range of topics:

- ✓ Departmental Training – to ensure you are competent within your role
- ✓ Interdepartmental Training – to provide a greater awareness of Hotel Operations and your impact
- ✓ Customer Service Training – to enable you to identify customers needs and exceed them
- ✓ Statutory Health & Safety, Fire and Disability Awareness Training – to ensure your personal safety at work and the safety of your colleagues and guests.
- ✓ Supervisory Training – to develop those who are first time supervisors
- ✓ Management Training – Develop your people management skills
- ✓ Specialist Training for your role – Enhance your knowledge, and gain recognised qualifications