

## **Telford Hotel and Golf Resort supporting work experience**

### **About Telford Hotel and Golf Resort**

Telford Hotel and Golf Resort is a small business (114 bedroom hotel) situated on the outskirts of Telford. The Hotel been established for many years, only 4 star since Q Hotel group took over in 2007.

### **Why is the Hotel supporting students to undertake work experience?**

The HR Manager of the hotel is passionate about giving young people an opportunity. Having had a number of opportunities herself as a young person because people gave her a chance and trained her effectively. This has led a successful career in the hospitality industry. Sandi believes in the transformative effect of positive work experience on the self-esteem and ability of young people and that any investment of time in the young people will be repaid by their progress, interest and engagement with the work. The hotel has benefited via the subsequent employment of a number of former placement holders.

### **What is the hotel doing to support work experience students?**

After a few poor experiences, Sandi now insists that all work experience students must have some interest in the hotel business which she explores in an interview prior to the placement. The student must be able to articulate what that interest is. The hotel no longer takes students in groups – focusing on a maximum of 3 students at a time to ensure they have fully structured programme.

Each student has an induction programme including for instance where they will be working, what they can expect and who they will report to. Every head of department is interviewed to ensure that there are proper activities for the young people, rather than just photocopying or cleaning out fridges! Activities may involve the nuts and bolts that an employee would engage with e.g. fire safety routine. Every student sees Sandi at the end of each day, to reflect on the day and discuss their progress.

Also recruited long term unemployed and looked-after children after placements that can last up to 12 weeks. The hotel also offers placements via YMCA long term unemployed scheme, including working on CVs and helping to find opportunities within the industry.

The benefits to the business are clear – there are at least 10 examples where the work experience students have come back for part time work at 16 and a number of those undertaking work experience or longer placements have gone on to take up full or part-time job offers in the hotel. The partnerships with local schools have also offered the hotel a chance to give something back to the community it serves.