

Improve your employees' skills. It'll improve your profitability.



Impartial, no-obligation professional advice
Specifically for leisure and tourism businesses

Our
future.
It's in
our hands.

Train to
Gain 



Increase customer satisfaction

Train to Gain is a free, no obligation service developed to help businesses in the leisure and tourism industry get the most out of their best resource: their people. Expert advisers can take the pressure off you by finding out where the skills gaps are in your business and then sourcing practical training solutions.

Practical training

Customer service, telesales, front of house, catering, operations and problem solving - these are the type of hands-on skills we know local businesses crave; all highly practical and geared to improving day-to-day efficiency and productivity.

Benefit from improved staff retention and morale

Without a doubt, if your employees feel valued, then they're more likely to remain working for you **and** become more efficient. Offering them training not only improves your business, it improves their motivation and sense of worth - a 'win-win' result. All it takes to start off with is a half-hour meeting with a Train to Gain Skills Broker. What have you got to lose?

Increase staff retention

Consultation with a Train to Gain Skills Broker will cost you nothing. And they'll do all the hard work while you concentrate on running your business. At the end of the advice session, it'll be entirely up to you to decide if you want to implement their suggestions - how you want, when you want and where you want.

Train to Gain works in five simple steps

- Step 1:** Identifies the skills your business needs
- Step 2:** Provides you with a tailored training package that fits in with you and your employees' work schedules
- Step 3:** Ensures training is delivered to meet your specific needs
- Step 4:** Identifies whether training can be subsidised by funding
- Step 5:** Helps you throughout the entire process

Increase profitability

“ The difference in the staff has been fantastic. You are giving them something that makes them feel appreciated and they give it back - they are very helpful in coming up with ideas and suggestions to improve the pub. We wanted to give recognition where it's due. ”

Phil and Sara Cater, owners,
Burrator Inn

For free, impartial advice call **08456 047 047** to arrange a meeting with a Skills Broker

Specifically for leisure and tourism businesses



The Train to Gain process is simple, but effective. Here's how it would apply to your business:

The thought of having to establish the training needs of your organisation can appear a little daunting. However, the process is much easier than you think. All you will need to have at hand when your Skills Broker arrives is:

1. Basic information about your organisation, such as the date you started trading, number of employees and turnover.
2. Outline details of any:
 - existing management systems or processes
 - issues affecting, or barriers to, the progress of your organisation
 - training currently being undertaken
 - objectives or targets set for your organisation

3. A general idea of what training or development you feel any of your employees, from apprentice to top level management, might benefit from.

Once you and your Skills Broker have agreed on the results of this review, and what you'd like Train to Gain to help deliver in terms of benefits to your organisation, then the Skills Broker will help you put the training implementation plan into practice, including the sourcing of funding where appropriate.

The whole process is as simple as that. And the competitive edge you may derive could be tremendous.

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What other support is available?

Tourism Skills 2015
Tourism Skills Network
South West

In partnership with Train to Gain, the Tourism Skills Network works with employers and training agencies to improve the skills base of people in the industry, as well as promoting tourism as a career of first choice.

With a point of contact in each county within the South West, the Tourism Skills Network actively supports businesses locally in the improvement of productivity, competitiveness and profitability.

To find out what additional help is available locally for your business, speak to your Train to Gain Skills Broker.



Train to Gain and the Tourism Skills Network South West provide access to training and development in areas such as:

- Leadership and management
- Customer service
- NVQ/craft qualifications
- Professional qualifications
- Health and safety/food hygiene
- Successful sales show-rounds
- Sales and marketing
- E-marketing
- Risk assessments in practice
- People management
- Skills for Life and ESOL
- Retail skills
- Sustainability/green tourism
- Quality awareness
- Other bespoke training based on identified needs

Visit www.tsnsww.org.uk for additional information and regional opportunities

“ Programmes from NVQ courses to skill-specific courses and management coaching and mentoring are now underway alongside health and safety courses that meet legal requirements. The overall training programme is designed to help the business achieve its full potential. ”

Natalie Dyke, operations manager,
Brickhampton Golf Complex



**Make an appointment
to see a Skills Broker.
They'll come to you.**

To arrange an informal, no obligation meeting call

08456 047 047

or e-mail

traintogain@blpeninsula.co.uk