

## The Thurlston Hotel, Kingsbridge

**BUSINESS SECTOR:** Leisure  
**NUMBER OF EMPLOYEES:** 50-250  
**REGION:** SOUTH WEST

Business Profile: The Thurlstone Hotel is more of a mini resort than a traditional hotel, with a health spa, conference suite, extensive sports facilities including nine-hole golf course, and even its own pub, the 16th century Village Inn.



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Julie Baugh  
 Director

### The challenge

The Thurlstone Hotel is more of a mini resort than a traditional hotel, with a health spa, conference suite, extensive sports facilities including nine-hole golf course, and even its own pub, the 16th century Village Inn.

As a result its training needs are diverse. Fortunately the hotel is extremely committed to equipping its 100 or so staff with the best possible skills. It achieved Investors in People six years ago and will be re-assessed this June.

#### What is Train to Gain?

Train to Gain is a Skills Brokerage service, managed and funded by the Learning and Skills Council (LSC) that helps employers find the training they need for their employees. Train to Gain links employers with Skills Brokers who work individually with them to find out what their employees' training needs are, work out a training plan, and then help to find the right training for them.

### The solution

By using Train to Gain the hotel has so far trained more than 20 staff in NVQ levels one, two and three in areas such as bar supervision, housekeeping and restaurant skills.

Train to Gain is funded by the Learning and Skills Council (LSC) and delivered across the South West by Business Link. Train to Gain Skills Brokers write an organisational needs analysis for each firm and then offer impartial advice on their requirements and match skills and training needs with providers.

A large proportion of the hotel's staff come from overseas and it provides free English language training.

Train to Gain Skills Broker Hillary Herring said: "We have been working closely with the Thurlstone Hotel for the past year on developing the skills of its staff.

"It is very committed to training its employees through initiatives such as the Skills Pledge and Skills For Life."

### The results

Hotel director Julie Baugh said.

"We are passionate about delivering first-class levels of service across the whole business, the best way to do this is by developing the skills of our people.

"Investors in People is about empowering individuals and fully involving them in the strategy for the business. It's not about top-down management. We also see it as a benchmark. We are in a very competitive market and it's always good to measure yourself against others."

The Thurlstone Hotel has also signed the Skills Pledge, which Julie sees as underlining the fact that it takes training seriously.

#### What is the Skills Pledge?

The Skills Pledge is a voluntary, public commitment by the leadership of a company or organisation to support all its employees to develop their basic skills, including literacy and numeracy, and work towards relevant, valuable qualifications to at least Level 2 (equivalent to 5 good GCSES). The purpose is to ensure that all staff are skilled, competent and able to make a full contribution to the success of the company/organisation.