

The Thurlston Hotel, Kingsbridge

Business Sector: Leisure
Business Size: 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.



"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".

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 service offering independent advice on improving the skills of your employees. The Service helps employers – of all sizes and in all sectors – to boost their business by training their staff.

Independent Business Link Advisers help you to find the right training and the right providers, and construct a training package tailored to each business.

The solution

By using Train to Gain the hotel has so far trained more than 20 staff in NVQ levels 1, 2 and 3 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 Business Link Advisers 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 Business Link Adviser 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.