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# Fast Tracking Hospitality Careers

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# **UKCES**

## **Fast Track – Addressing Employee Pay and Progression in Coastal Tourism SME's**

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## Our Fast Track project tested the 'Service Profit Chain' principle



# Supporting Employers to improve working practices

- Recruitment and Induction
- Career development and training
- Employee Engagement



# What did we do?



- Worked with 6 local hotels
- Employer Consultation
- Employee Research
- Coastal Tourism Business Survey
  - Isle of Wight
  - Brighton and Hove
  - Eastbourne
- Steering Group

# What did we do?



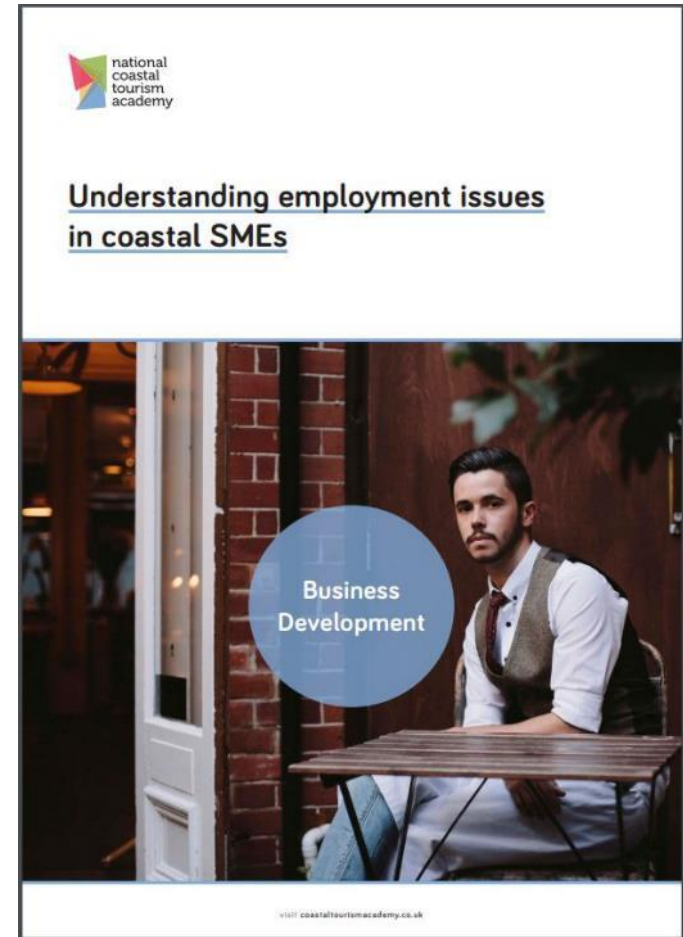
- Customer Service Training for Front line staff
- Masterclasses to motivate and inspire
- Training in Leadership, Management and recruitment
- Bite Size Training



- Showcased successful operators
- Customer service led by global motivational speaker
- Excellent feedback



- Guidelines for Good Working Practices
  - Employee Engagement
  - Recruitment and Selection
  - Induction
  - Managing for High Performance
  - Planning and Managing learning and development
- Online Cultural Training Courses



# The Project Achievements



- Master Classes – Reached over 300 staff and 43 local businesses
- Excellent feedback from Employers
- Wage increases

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# Shore Potential: Addressing the Coastal Tourism Challenge

17th October 2016