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Fast Tracking Hospitality Careers

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

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?

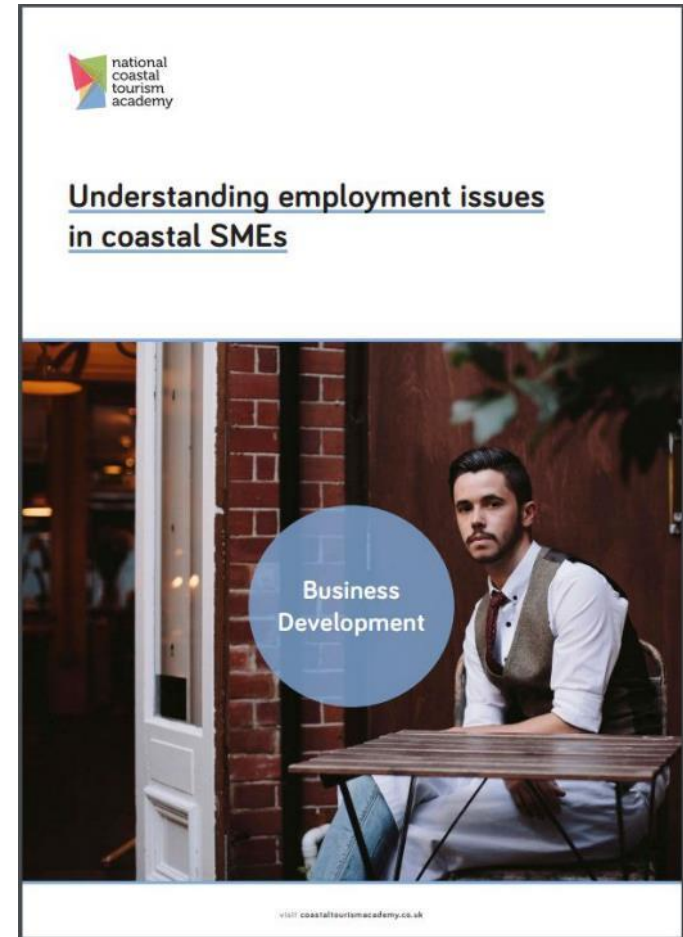


- Customer Service Training for Front line staff
- Masterclasses to motivate and inspire
- Training in Leadership, Management and recruitment
- Bite Size Training



- 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





- 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