



YOUR FUTURE

Careers guide 2024

INSPIRED
COMMUNITY GROUP CIC



THE ATHENAEUM
HOTEL & RESIDENCES

UNLOCK YOUR CAREER POTENTIAL

AT THE ATHENAEUM HOTEL & RESIDENCES



Discover the world of hospitality at The Athenaeum, where **passion** meets **purpose**. Our iconic establishment is your gateway to a rewarding career.

We Prioritise Your **Growth and Creativity**.

Experience top-notch training, mentorship, and endless possibilities. Explore diverse roles in culinary arts, guest services, and more. We're your launchpad to success, fostering talent and excellence.



READY TO SHAPE YOUR FUTURE? YOUR JOURNEY BEGINS HERE!
WWW.WORKWITHUS.ATHENAEUMHOTEL.COM +44 (0)20 7499 3464



Name: Tom Proctor

Place of work: The Athenaeum Hotel & Residences

Job title: Acting HR Manager (until February 2024)

First job: helping to run concerts at the summer arts festival in the small city where I grew up.

Best part of your job: getting to remove the barriers at work that stop people from being their best selves.

Worst part of the job: usually that I step in when things aren't going well and need fixing or improving!

Golden nugget of information: people skills are the cornerstone for working in hospitality. If you can learn how to talk to anyone and make them feel at home, you can't go wrong!

Your favourite food: my partner's vegan Sunday roasts.

Your career ambition: working in a company to develop an incredibly inclusive and supportive culture where everyone can grow and thrive.

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MY ADVICE IS
ALWAYS TO FOLLOW
YOUR HEART, DO
WHAT MAKES YOU
HAPPY, WHAT YOU
ENJOY, AND YOU
WILL GET THAT SENSE
OF ACHIEVEMENT.

WELCOME

Welcome to our first careers guide, and we hope you find the information, advice, and guidance beneficial in stimulating your mind about a future career.

We have gathered some great people to help you, from employers, career advisers and our Motivators, to give you some advice and help.

We understand that the world of work can be a scary thought and, for parents, an overwhelming feeling. However, it is also an exciting time to think about your future and so many pathways to take. You can go to six forms, college, do an apprenticeship and T-Levels. My advice is always to follow your heart, do what makes you happy, what you enjoy, and you will get that sense of achievement. No matter your academic background or accomplishments, there is an option that is right for you.

Good luck in whatever you choose to do next, and we hope this magazine will give you the help you need.

Sam Coulstock FIH
Chief Executive, Inspired Community Group CIC





YOUR CAREER... STARTS HERE

Where to start...

when thinking about careers!

It can be overwhelming thinking about a Job or career path when you are also thinking about GCSEs, revision, social life, etc. Remember, your first job doesn't have to be your forever job! We can learn and retrain throughout our life. We must take the first step!!

Here are some things to consider:

- What is important to you? What are your values – try and link a career to this, i.e. I need to create. It is important to me to be helpful/make a difference.
- Do your research – find out as much as possible about the career you are considering and the different routes you can take.
- If you don't know – try some FREE career quizzes here
- See if you can work shadow someone who does a job you are interested in.
- Are there any specific courses/training you need to take?
- Follow people who inspire you on Linked In.
- Get your aspirations out there! Tell everyone you know what job you are



Dee Zammit, Inspired Community Group Careers Advisor



Name: Leah Sarah O'Neill

Place of work: Park Plaza, Waterloo

Job title: F&B Duty Manager

First job: Waitress at The Promenade – Small local pub in Sunderland

Best part of your job: Working in a global community and meeting (literally) hundreds of new people every day!

Worst part of the job: Waking up at 4:30am in Winter – In summer it's not so bad.

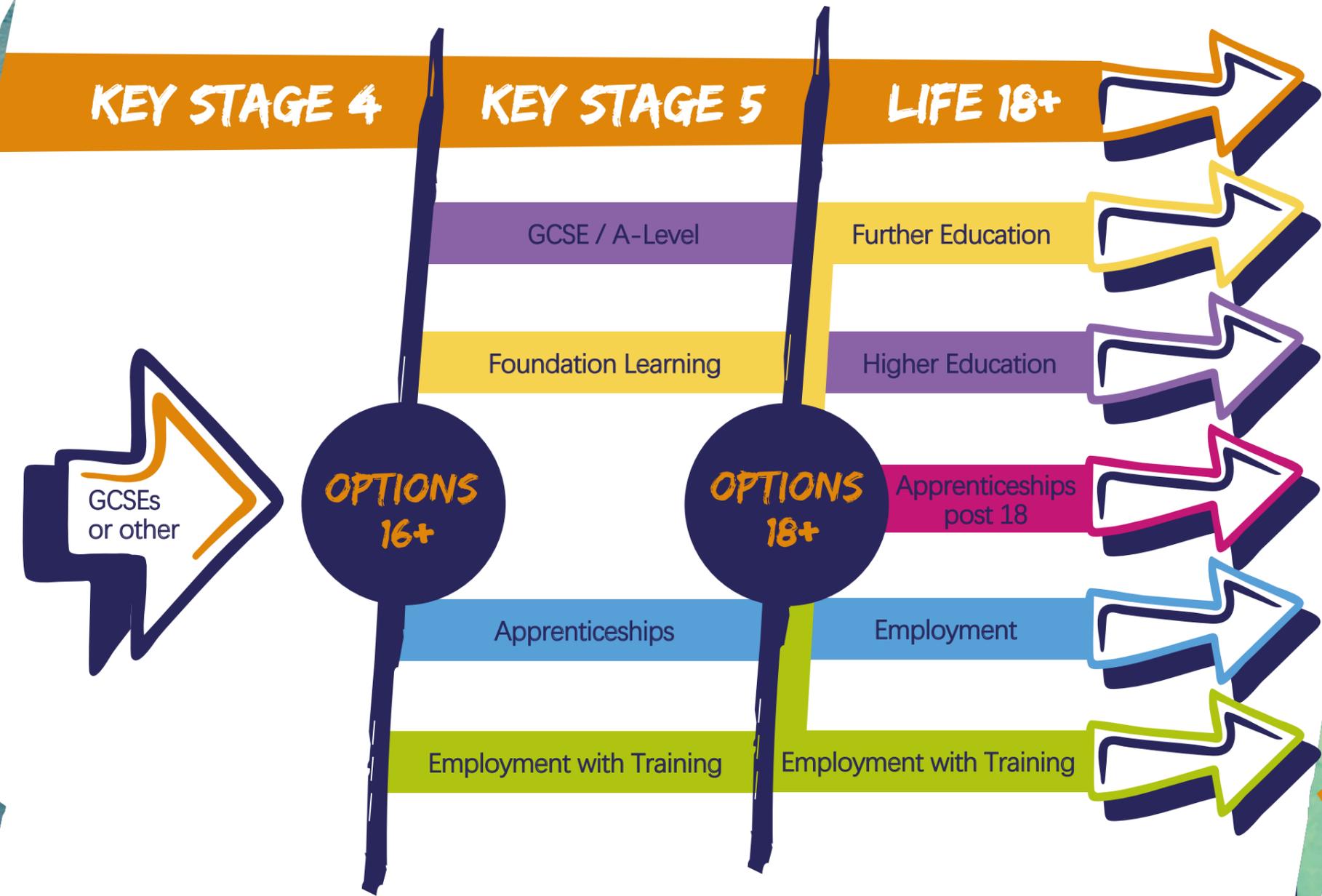
Favourite food: Buffalo Chicken Wings

Career ambition: Hotel General manager

A funny thing that's happened at work: On my first shift in F&B at a hotel, I managed to spill a whole trolleys worth of Orange Juice and flooded the service elevator – I can laugh now but was traumatising at the time.



YOUR OPTIONS POST 16



MY CAREER IN...

Hospitality

Meet Leah, starting her career in hospitality.

Leaving school, I had no idea what I would do, but hospitality stumbled upon me. Walking home one evening, I found a 'STAFF WANTED' poster at a lovely local pub on the seafront. Less than a week later, I was behind the bar and working my first ever job in hospitality. Slowly but surely, I began to find my passion, feeling like an absolute machine on the floor; it is surprising how much empowerment I felt so quickly and the autonomy I felt was something brand new and exciting.

Progressing through college and university, my enthusiasm continued. BA International Tourism Management caught my attention, offering a wealth of experience in business management and live operational assessments. I completed my undergraduate placement at Park Plaza Waterloo, opening my eyes to the size and scope of the industry and the opportunities I could have with some dedication and perseverance.

My career has been in food and beverage operations, meeting and events planning, and banqueting operations management. I am an acting duty manager across all hotel outlets, supporting a large, diverse team. I love my current role and am so grateful for the opportunities I have had to date that have provided me with the skills I can use to support others. Every day, there is a new challenge, and it motivates me every day to develop alongside my team and one day hopefully achieve my goal of being Hotel General Manager.

I would encourage anyone looking for a fast-paced, hands-on, ever-changing career to try hospitality; for whatever reason, it's not for you. The transferable skills are so vast it would only benefit you. Plus, your future hospitality servers will appreciate you more (trust me, we can tell).

A hotel is the perfect environment to be creative and express yourself through service. Like me, you can start a career by following your passion one step at a time. Who knows where it could lead you?



Name: Theresa Collins

Place of work: Glenapp Castle Hotel

Job title: General Manager

First job: waitress in a B&B in Devon

Best part of your job: The team

Worst part of the job: being short staffed

Golden nugget of information: appreciate your team

Favourite food: Sunday roast lunch

Career ambition: to be the best GM I can



Name: Fatou Camara

Place of work: Red Carnation Hotel Collection

Job title: Recruitment Coordinator

First job: Events staff for 'At Your Service'

Best part of your job: The versatility and the people.

Worst part of the job: The commute.

Golden nugget of information: Every mistake is an opportunity to learn.

Favourite food: Sushi

Career ambition: To go into Talent Planning.





The Red Carnation Hotel Collection

Where can we take you?

Red Carnation Hotels is a collection of 18 family-run, award-winning luxury hotels. Each hotel is a landmark of history and tradition, with a reputation for delivering exceptional service provided by highly trained teams who are passionate about creating memorable experiences for our guests. The personalised service you see in our hotels starts with the personalised training we provide to our employees.

We won't just provide you with the basics. We will also offer learning opportunities that are internationally recognised beyond our organisation. As well as offering over 80 training courses, we also have a variety of development programmes to help you reach the next step in your career. Our non-graduate management programme has seen Petra Nyitrai, who started with us directly from school, completing a Level 2 Apprenticeship in Food and beverage service while working full time, and is soon to embark on Level 3 in a Women in Leadership Apprenticeship, demonstrating that our apprenticeships offer you both work knowledge and personal development.

Our Degree Apprenticeship Programme, which allows you to work full-time at a London-based hotel, is a fully funded, debt-free Chartered Management Degree in Applied Hospitality Management. Arella Warner, our case study, is a great example:

Case Study Arella, Reception Manager and former Degree Apprentice: "I started my journey with Red Carnation Hotels in 2019 as a degree apprentice, joining the front office team of its flagship hotel, the Milestone Hotel & Residences. In the short time I was there, I fell in love with the hotel and the industry. "Over my three years as an apprentice, I was able to experience many different aspects of the hotel, including housekeeping, front office, guest services and food and beverage. My love for front office grew and after my graduation, I became the guest services manager and now the Reception Manager. "

We pride ourselves on cultivating our talent within, so where can we take you?

Reach out to us: <https://redcarnationhotels.com/careers/meet-the-team>

Careers: <https://redcarnationhotels.com/careers>

Red Carnation benefits:

- Catch a Star retail rewards
- Employee of the month and the year
- Opportunity to work in Guernsey and Ireland
- Discounted gym membership
- Long service awards
- Mentoring schemes
- Holiday allowance increases for long service
- Discounts in food and beverage and hotels
- Discounts with travel companies
- Meals on duty.
- Two days' paid volunteering at a charity of your choice
- Green initiatives



Be Exceptional

as you prepare for life after school...

How about following the 'Zest for Life' 6 steps to 'be exceptional'...

Step 1: Be there for every career event to gain an insight into what's available. Be physically and mentally present. Gather as much information as you can.

Step 2: Watch the signals What do you experience when in the carers event or conversation. What do you notice within yourself that gives an insight as to whether this opportunity may be something you are interested in or not. Perhaps it gives you a feel-good factor or sparks your interest. Act on these thoughts and feelings by going to steps 3...

Step 3: Ask questions that will give you further information based on your interest. For example, how can I find out more information about working in this industry?

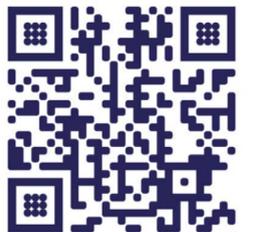
Step 4: Listen with the intention of fully understanding once you've asked the question, check with the person you talking to what you have understood, so you know you are likely to do the right thing moving forward. This also helps to build strong relationships with others as they will get the impression that you are serious about your career, and you have professional aptitude towards your own career or work aspirations.

Step 5: Respond Reply with your thoughts or intended actions. For example, thank you for this. I will carry out some research on the industry and see if this would be something I'd to consider. Overall be positive, you don't have to move things forward.

Step 6: Make it memorable Strive to create a positive impression on the career advice, support, presenter so that they remember you. Especially if you are interested in pursuing this interest. For example, use their name and express your gratitude, share your name. Be polite with every interaction.

Why would you want to follow these steps - it's simple... To get the most from opportunities that are presented to us can lead to some amazing opportunities. These steps will help.

To contact Sally at Zest for Life please scan the QR code.



Name: Agnija Matisane

Place of work: Melia Hotels International

Job title: Associated Learning and Talent Development Manager

First job: First job in hospitality was Breakfast waitress, my first first job was helping my Mum in her bookshop.

Best part of your job: Inspiring and coaching people. I absolutely love the "light bulb moment" when I am delivering training or doing coaching. And this piece of information will be with them possibly for life.

Worst part of the job: Admin.

Golden nugget of information: Be kind to everyone and trust the process.

Favourite food: Creme Brulee

Career ambition: to change the L&D world or to buy a small mansion and turn in to B&B.

One funny thing that's happened at work: The funniest things happen when you work with people. I have entertained my family for years with my stories. A funny thing I remember was when a guest pointed at the Shard and said "Is this an Eifel tower? I did not knew that you can see this far from your top floor".

FOCUS ON...

Apprenticeships + T-Levels

What is an apprenticeship ?

To start an apprenticeship, you'll need to:

- be 16 or over
- live in England
- not be in full-time education
- You can apply for an apprenticeship while you're still at school

What you'll do as an apprentice

An Apprenticeship is a job where you'll:

- earn a wage and get holiday pay
- work alongside experienced staff
- gain job-specific skills
- get time for training and study related to your role

The training might be at your place of work, a college, a training provider or online.



What are T Levels?

What you'll do on a T Level course

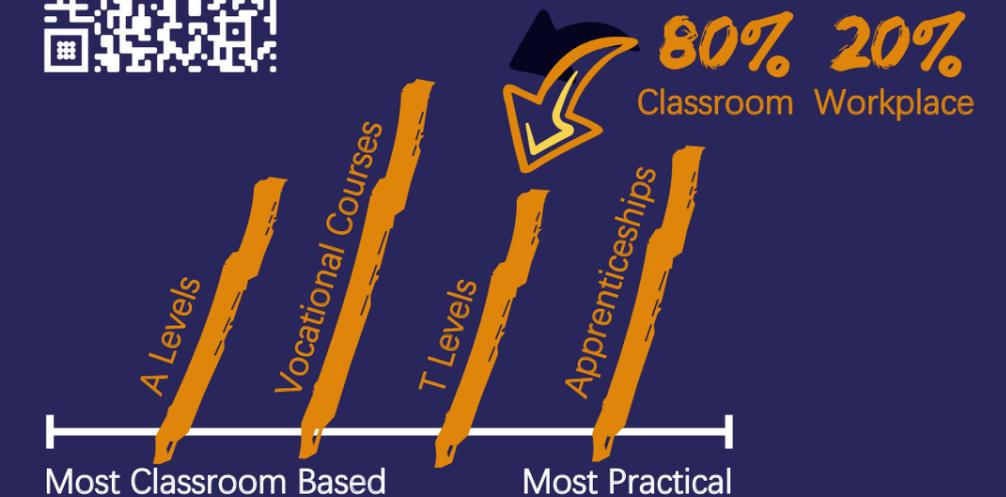
You'll spend 80% of your time in the classroom and 20% on a minimum 9-week placement with an employer. This means you'll learn what a real career is like while you continue your studies.

Grades you need to take a T Level

Schools and colleges set their own entry requirements, so check their websites to find out what GCSE grades you need.



Find more information at nationalcareers.service.gov.uk or scan the QR code.





Name: Jade Gill-Martinez

Place of work: Park Plaza County Hall

Job title: Hotel Administrator

First job: Mini Mayhem (Childrens Soft Play Area)

Best part of your job: Being able to organise everything

Worst part of the job: Having quiet periods

Golden nugget of information: Take every opportunity that comes your way

Favourite food: Nandos

Career ambition: To become a Private PA for a household

A funny thing that happened at work: I am very small, and I was wearing flared trousers and I tripped up the stairs in front of my coworkers

The COLLEGE Option

Vocational Technical Qualifications (VTQs)

VTQs are practical qualifications for over 16s. They're designed to help you get the skills you need to start your career or go on to higher levels of education.

VTQs focus on a specific job or a broad employment area, such as childcare, engineering or IT.

They're usually taken at a school or college. They might be for you if you want to work in a particular industry.

Higher Technical Qualifications (HTQs)

HTQs are technical qualifications that employers have helped develop so you can get the right training and skills you need to succeed at work.

HTQs are an alternative to apprenticeships or degrees. They may suit you if you want a more practical, employer-led study programme.

You can study HTQs full-time or part-time. They are usually taught at colleges, universities or independent training providers.

The UNI Option

Higher education

Higher education is the name for qualifications and courses you can take after 18.

It includes diplomas, foundation years, bachelor's degrees and more.

Some students may go to university or into another type of higher education earlier than 18 years old.

You can often study flexibly at your own pace by learning online or part-time. Courses are usually taught in universities, colleges or specialist institutions like art schools.

Types of qualifications

There are many different types of higher education qualifications, such as:

- diplomas
- bachelor degrees
- foundation degrees and foundation years
- HTQs
- degree level apprenticeships

If you struggle to decide which qualification to take, you may want to speak to a career adviser.

The 3 subjects with the most qualification certificates issued to students are:



Leisure , Travel and Tourism

88,800



Arts, Media and Publishing

87,900



Health, Public Services and Care

68,900

USEFUL WEBSITES

Explore education & training



Whether you know where you're heading or not, knowing about the different routes open to you is a great place to start.

Explore careers!



Springboard CareerScope

CareerScope features everything you need to start or progress your career in hospitality, including useful information about the industry, practical careers advice, free skills training, financial and well-being support and access to more than 30,000 live jobs and apprenticeships.



UCAS

Universities and Colleges Admissions Service is an independent charity and the UK's shared admissions service for higher education.

Our services support young people making post-18 choices, as well as mature learners, by providing information, advice, and guidance to inspire and facilitate educational progression to university, college, or a degree apprenticeship.



Name: Katie Forrest

Place of work:
Dakota Hotels

Job title: Head of Engagement, Learning and Development

First job: On the tills in McDonalds – I LOVED it!!

Best part of your job: Helping the team to find their passion in hospitality

Worst part of the job: Now I have moved away from hotel operations, I don't get the chance to see our guests as much, I miss that a lot!!

Golden nugget of information: Take every opportunity you are presented with!

Favourite food: I know this is bias, but Dakota's signature Venetian Dip – a MUST try!!

Career ambition: continue to love what I do, in a company that supports my growth



Name: Vincent Deprat

Place of work: Royal Lancaster London

Job title: Front Office Manager

Your first job Management Trainee – ACCOR Hotels, Vietnam

Best part of your job: To create lasting memories and experiences for my guests, knowing that even though it may be the 100th guest I encounter during my work day, every guest will walk away with only 1 unique experience. This is motivation for me to always be at my best and treat every guest and interaction with the most extreme care and attention.

Worst part of the job: Paperwork, but unlike other jobs I can always walk away from the desk and go into the lobby to talk to and meet new people. Basically, the kind of procrastination that is actually productive and part of my job!

Golden nugget of information: I found my calling in hospitality early on in life and have never looked back with any regret. It is fulfilling, fun, and great knowing that I will always be with a team of dedicated professionals through thick and thin. In my opinion, the camaraderie and bonds created in hospitality cannot be found in many other places.

Favourite food: Hamburger and pizza are my 2 favourite foods in the world. They are so versatile, can be made with different toppings so you never get bored. If I could eat them every single I would!

Career ambition: I would like to become General Manager and run my own hotel one day. It would be the best hotel, with the best amenities, the friendliest team and the most amazing guests!

One funny thing that's happened at work: There are so many fun and interesting stories to share from my career in hospitality. However, one day that I do reflect on quite often was when I became an involuntary and unqualified wedding planner. A party of 10 people with a couple arrived to check in at the hotel intending to get married in one of our Suites. During check in, I find that apart from the marriage officiant, the couple had nothing planned. I took it upon myself to do the best I can to make their special day that much more memorable, I planned and organised flowers, catering, decorations, cake and everything else to set up in the Suite all in 1 day. The day went perfectly and the couple could not have been happier! We are still in touch and I am honoured to have played such a huge role in creating this hopefully once in a lifetime experience.





THANK YOU!

www.inspiredgroup.org.uk

Designed by www.laceycooper.com



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