



FIRMDALE HOTELS

LONDON & NEW YORK

# Careers in Hospitality

*Firmdale Hotels Plc*

**Amelia Pilling – Human Resources Manager at Ham Yard Hotel**



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*Collection of 10 boutique hotels, two in London and two in New York.*

*The high standards of excellence and unique townhouse style of decoration have over the years added up to a winning combination.*

## **Hospitality** - *The Facts*

*41% of hospitality workers chose to leave the industry  
since March 2020*

*A rough gap of around 1 million jobs in our sector due to  
political or pandemic related factors.*



## Hospitality – *The Reputation*

- *Inflexible / Long / Unsocial Hours*
- *Low Pay*
- *Physically demanding*
- *Unreliable due to furlough/redundancies during the Covid-19 Pandemic*



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## Why should people see Hospitality as an career of choice?



- *Working so closely together as a team creates solid friendships that from experience – last a lifetime!*
- *The ability to work anywhere globally – these skills are required all over the world.*
- *The ability to meet new people every day*
- *Our industry in one where people celebrate big occasions, sometimes life changing occasions and nothing better than always being remembered in that guests mind.*
- *Being part of a growing global industry in itself*
- *To ability to develop and progress upwards quickly with some hard work and commitment!!*



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Transferable skills you develop in  
our industry

*Time Management*

*Organisation*

*Crisis Management*

*Communication*

*Team Work*

*Guest Service*

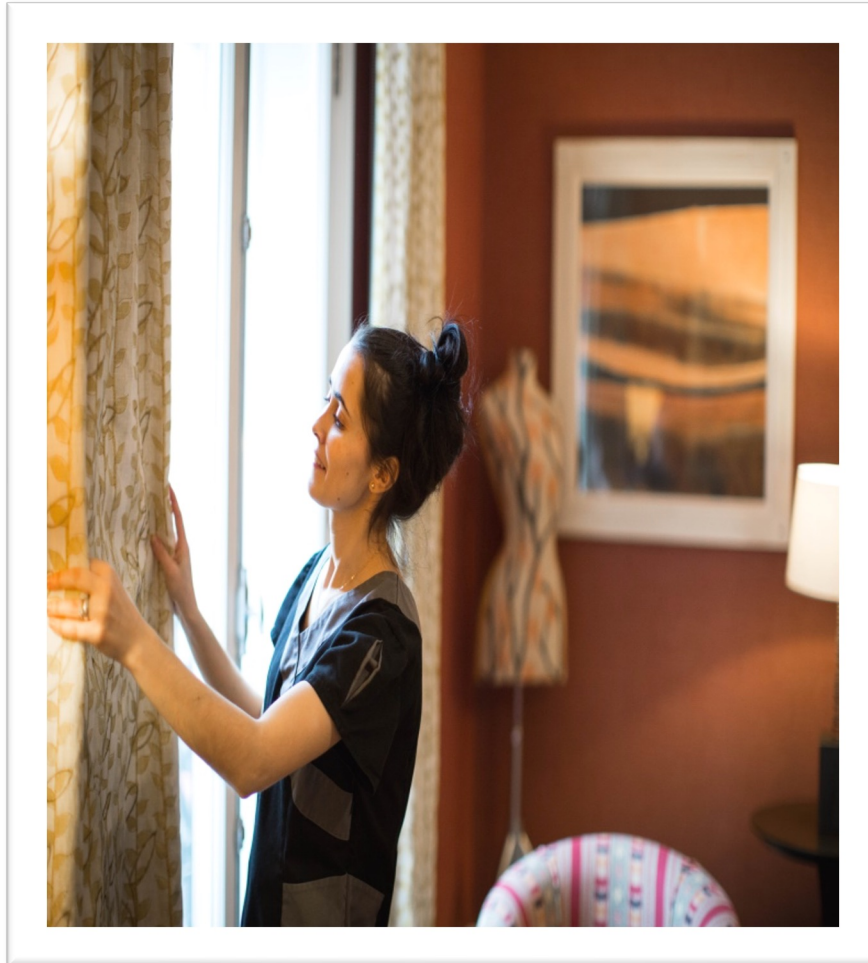
*Goal Focused*

*Training & Development*





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What do we need from  
our employees?

Patient

Warm

Empathic

Polite

Willingness to help

Enthusiastic

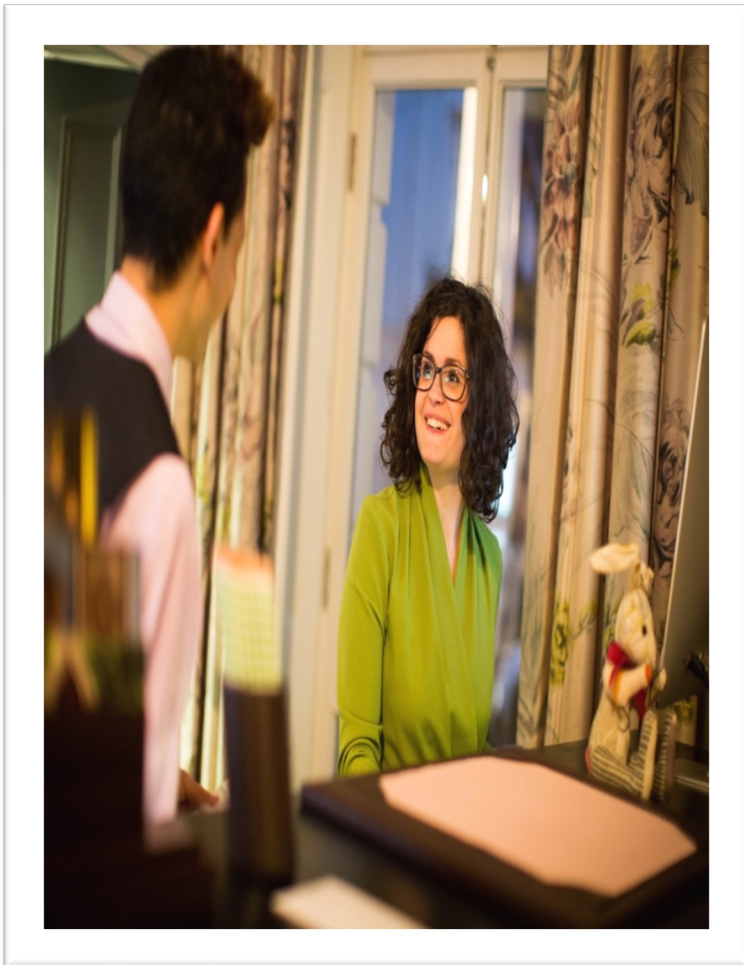
Willingness to learn

Great team player



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## Roles in Hospitality – Its not just about chefs and waiters!



Receptionist

Concierge

Chefs

Waiter/Waitress

Bartenders

Sales / Marketing

HR / Training

Events

IT / Website Design



At Firmdale, development is our priority



*Operational Skills Training*

*Internal Supervisory Training*

*Apprenticeships Level 2 - 7*

*Apprentices*

*Personal Development Courses*

*Work Placements*

*Work Experience*

*Management Development  
Programs*

*Graduate Scheme*





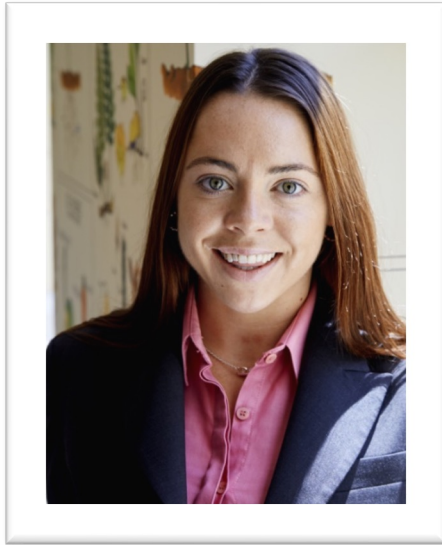




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- ▣ Firmdale Graduate Programme
  - ▣ *Some of our success stories*





Charlotte Crampton  
Smith

Graduated 2016

Front Of House Manager

Charlotte Street Hotel



Claire Jeffrey  
Graduated 2013

Deputy General  
Manager

Ham Yard Hotel



Nick Hamdy  
Graduated 2010

Assistant General  
Manager

The Whitby Hotel