



KINGSMILLS HOTEL GROUP MODERN APPRENTICESHIP



A FOREWORD FROM OUR CEO

I am delighted to be given the opportunity to write this introduction to what, I believe, is a truly significant hospitality training and development programme, targeted at people who would like to establish a career within the industry.

We are a 'people industry' and the care and development of our teams as individuals, to genuinely care in a dignified and professional manner, for the many thousands of guests who pass through the doors of the Kingsmills and Ness Walk hotels over the course of a year, is at the very top of our agenda. Without the commitment of our teams, we cannot deliver the service that make these two very special hotels amongst the top hotels, not only within the Highlands, but also in Scotland.

We are launching a training and development programme that is specifically tailored to suit school leavers or those who are already in the industry but would like a more formal training structure within a work-place environment. This programme will be supplemented by a recognised industry qualification, in addition to the Kingsmills Group Certification awarded on completion of the programme. This programme will be offered to only ten individuals who will have the opportunity to 'work' through the various departments of the hotels over a two-year period. This will allow the individuals to fully understand and empathise with our associates working within those departments. Candidates will be supported by one of the leading lights within the department, as well having a dedicated mentor throughout the duration of the programme.

On completion of the programme specialisation opportunities will be offered in the areas that the individual feels the most affinity, and further individualised programmes will then be developed to suit both desire and aspiration. It will be entirely up to the candidate to develop this programme alongside the Programme Manager and these aspirations may lie in any of the hotel departments and at any level within those departments.

My own industry background comes from very similar training and development opportunities with 'Commonwealth Holiday Inns of Canada' who ultimately transformed into Marriott in the United Kingdom. I hope it would not be inappropriate for me to say that I truly believe this is a system that works and one I fully support from personal experience. That is not to say that it does not require time, effort and dedication, by both the individual and the organisation, to give the most positive outcomes all round. I hope you will take the opportunity to read and consider The Kingsmills Hotel Group Modern Apprenticeship, and if you believe you can see your future in our industry, then please do read on and apply.

With my sincere best wishes,

Tony Story, CEO





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KINGSMILLS HOTEL

★★★★

The much-loved Kingsmills Hotel dates to 1785. Set within acres of manicured grounds it is the perfect blend of historic tradition, contemporary design, and passionate service.

The 147 hotel rooms combine the perfect mix of classic and contemporary features with six unique room types – all designed with comfort and relaxation in mind. We've raised the bar in luxurious, stylish Inverness accommodation.

QUINTESSENTIAL SCOTTISH CUISINE

Dedicated to providing exceptional customer service, we're proud to offer two outstanding eateries – the Inglis Restaurant and the Conservatory Restaurant. Combining the freshest local produce with traditional and contemporary ingredients, the Kingsmills creates an eclectic mix of Scottish and International cuisine.


A HUB FOR REST & RELAXATION

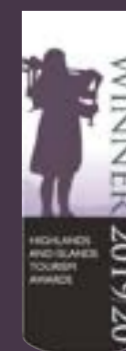
Like all great hotels, the Kingsmills provides the perfect combination of rest and relaxation in our rejuvenating spa facilities. With our very own indoor pool to hand, as well as a fully equipped gym.

Don't just take our word for it. We are the current (and previous) holder of the "Best Hotel in the Highlands" award, a true testament to our team at the hotel.

 www.kingsmillshotel.com

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 [kingsmillshotel](https://www.instagram.com/kingsmillshotel)





NESS WALK

A KINGSMILLS HOTEL

★★★★★

Situated on the leafy banks of the River Ness is the 5-star Ness Walk. Surrounded by a dramatic canopy of trees, we have created a secluded atmosphere in the heart of the vibrant Inverness city centre.

Originally a 19th-century family home, the Grade B listed building has been lovingly restored and still retains many of its period features. Unified with modern design and architecture, Ness Walk provides a flawless balance between past and present.

We have 47 bedrooms finished with crisp linens, smooth marble, sleek leather, and the finest detailing.

The gated entrance announces your arrival. As you sweep up the drive, you know this is a special place where special things happen.

EXCEPTIONAL FINE DINING

Already a firm fixture on the Highlands' gastronomic map, our restaurant Torrish delivers an exceptional dining experience. Found in the original 19th-century drawing-room of the building, there's a strong sense of occasion with unspoiled views over the River Ness.

The menu in Torrish is a winning mix of curiosity, discovery and adventure! At its core is the finest local produce to be found in the Highlands; we ensure your experience is rich in flavour, texture and innovation.



 www.nesswalk.com

 [nesswalkinverness](https://www.facebook.com/nesswalkinverness)

 [ness_walk](https://www.instagram.com/ness_walk)



WHAT MAKES US STAND OUT? IT'S OUR TEAM!

They are the beating heart of our business and are always approachable and reliable. They are committed to providing exceptional service and creating a happy, fun, and harmonious environment. Our guests constantly tell us how impressive, warm, friendly, and efficient our team is.

On Ness Walk: "Rooms are better than any Ritz Carlton or Langham (and I've experienced several). Simply Wonderful!!" - Cathleen Napoli

On the Kingsmills Hotel: "Rarely in my travels around the globe have I met such a capable and willing team of partners" - Bruce Austin, Disney



IT'S A "PEOPLE" INDUSTRY

Working in the hospitality industry is like no other. A hotel is a living, breathing place that pulses 24 hrs a day, 365 days a year! And make no mistake, ours is a service industry. We serve passionately and proudly, and we delight in welcoming guests from all over the world to sample our beautiful Highlands of Scotland and the warm hospitality for which we are known.

Within hospitality, we are kitchen-brigade, waiting teams, bar crew, concierge, housekeeping, receptionists, maintenance squad, reservations team, finance specialists and so much more. The one common thread that runs through us all is that we love "people". We love to be around the constant thrum and buzz of a busy day and happy customers.

If this is you too, then read on...



'Hospitality is a great career with so much choice and every day is different. We are a big family with great teamwork and a special bond that you do not find in other industries.'

Rosemary Vacca, HR Manager at the Kingsmills Hotel Group

DEVELOPMENT IS AT OUR CORE



‘We have a team of over 250 employees across both our hotels. We are in the business of people. We strive to recruit the best people to look after our guests and defy their expectations. Our associates are fantastic and have a wonderful team spirit backed up with ownership and true passion. I have developed my career over the last 25 years with experience in management development programmes within Swallow Hotels, Whitbread, Marriott and Hilton. The Kingsmills Hotel Group offers a fantastic opportunity for a number of young individuals to join our business and make a difference.

A small difference makes all the difference.’

Craig Ewan, Operations Director at the Kingsmills Hotel Group

‘Throughout my career within the Kingsmills Group, I have had many exciting opportunities come my way. From starting as a young receptionist at 21 to becoming Hotel Manager at Ness Walk. The buzz made me realise how quickly I loved the industry, the hotel and the team I was working in.

It’s the difference that we get to make with our guests. I love the wow moments that we experience alongside our guests and the memories that we get to share.

The Kingsmills Group as a whole supports the growth from within first and foremost. When opportunities arise, it’s great to see that the associates can develop through the ranks and where these opportunities can take them. I wish everyone a fantastic journey and hope you get to sparkle your way through the enjoyment!’

Christina Smith, Hotel Manager at Ness Walk



MODERN APPRENTICESHIP PROGRAM

Attain a SCQF5 in Hospitality Services with training provider Inverness College UHI

Our Modern Apprenticeship qualification will take place over a period of 2 years and will offer a hotel-based learning environment where you will train in a practical setting. This development will be supplemented by training where you will be assessed on 11 modules - more information on the modules on page 8.

Your working week will be 39 hrs per week and will involve shift patterns. During these rotations you will be supported with a “buddy” in each department, and you will also have a personal mentor for the 2 year programme. We want to ensure you feel supported throughout your development.

Over 2 years , you will gain practical training and experience in 4 hotel areas, each for a period of 6 months. These are:

Food & Beverage Service
Reception/Front Desk
Housekeeping
Kitchen

After completion, you will have a solid understanding of our industry and your passions. You will be able to specialize and continue to develop in the area that holds the most interest for you. This is about a career beyond the 2 year programme.



KINGSMILLS HOTEL GROUP CERTIFICATION

The certification programme offers a wide scope of knowledge and skills. Candidates will learn to;

- Maintain health and safety in hospitality throughout all hotel service areas.
- Work effectively as part of a hospitality team, taking responsibility for procedures and using effective communications.
 - Impact of personal behaviour in hospitality

MODERN APPRENTICESHIP PROGRAM

SCQF5 in Hospitality Services SQA Units

SQA UNIT

DESCRIPTION

HL2E 04 - FOOD SERVICE	This standard instructs you on how to prepare the food service area and to clear it down at the end of service. Topics covered include correct setups, storage of equipment, safe and hygienic working practices, and basic food safety.
HL2D 04	This module covers content on providing customers with an excellent food and beverage service experience and information to enhance their visit. You will be instructed in the workplace service style.
HL2D 04 - BAR	Instruction will be given covering alcoholic and non-alcoholic drinks. It also covers interaction with customers and relevant legislation relating to licensing and providing drinks to permitted people.
HL27 04	This standard covers preparing and serving a range of beers and ciders including preparing the service area, the recommended measures and techniques.
HL2Y 04 - HOUSEKEEPING	This module covers stripping and making beds, handling linen and bed coverings. You will be instructed on checking timescales for planned workload and how to keep your linen store safe and secure. In addition, you will learn safe lifting and handling techniques.
HL2G 04	This standard is about taking delivery of linen supplies, checking deliveries to ensure they match orders and delivery notes and completing documentation accurately.
HL3E 04 - RECEPTION	This standard is about dealing with incoming and outgoing communications promptly, politely and in accordance with the organisations preferred style and procedures. Special attention will be given to confidential matters.
HL3D 04	In this module you will learn to deal with the arrival of customers, assisting with check-in and processing registration documentation. Noting that creating a positive first impression is a crucial part of the front of house role. You will learn the organisations customer care procedures and why it is important to follow these.
HK8V 04 - KITCHEN	This standard is about preparing and presenting cold products such as salads, bread products, cold meats etc. This will be assessed in the wider context of food hygiene of the products and kitchen environment. You will be able to choose the correct tools and equipment for cold food presentation.
HL3T 04	The content covered will ensure that all resources and equipment are ready for kitchen operations also the skills required to close the kitchen at shift end. This will cover efficiency, safety, hygiene, and workplace procedures relating to food operations.
HL11 04	Instruction will be given on how to produce, cook and finish basic fish dishes. You will cover the range of fish may be available and correct cooking and presentation. Focus will be given to food safety and basic advice on allergens.

These SQA units are just an example of some of the units within the Kingsmills Hotel Group Modern Apprenticeship

HOW TO APPLY

We are looking for individuals between 16 – 24 years of age with personality, initiative, and a can-do attitude.

Please send your CV with a covering letter to
hr@kingsmillsgroup.com

LIFE AT THE KINGSMILLS HOTEL GROUP



‘The environment is really special, there is always a buzz in the air and you play a part of special moments in peoples life’s with events such as weddings and special occasions happening regularly. With the tourism industry growing faster than ever, opportunities for development and growth have never been better.’

Rhys Stewart, Modern Apprenticeship Graduate at the Kingsmills Hotel

‘From a young age knew I wanted to work in hospitality. It gives you the chance to make someone’s day, everyday. 27 years on, I have travelled the world and looked after and worked with people from all nationalities and walks of life. No 2 days are the same and even after all these years there is still something to learn.’

Fran Emmot-Mangnall, Executive Housekeeper at the Kingsmills Hotel Group



‘I started my hospitality career as a school-boy looking for a part-time job. Within weeks of starting, I knew this was the career for me. The thing I love the most about my career, is the people- The customers I serve, and the team I work alongside. There is never a dull moment, and certainly never a boring day!’

Kevin Staines, Operations Manager at the Kingsmills Hotel

‘I was fortunate to be offered the opportunity to start a career as a chef at Ness Walk. Learning and developing my skills on a day-by-day basis within a team of experienced chefs is really inspiring and I can’t wait to progress within team.’

Jack Chisholm, Trainee Commis Chef at Ness Walk



