

# Training makes all the difference

AMONG those battling for a South Devon Excellence award on business training are a leisure resort, an insurance group and a domestic services company.

TLH Leisure Resort, the Pavey Group and Eurest Services are all competing for the best business training award.

TLH Leisure Resort is a family owned business made up of four hotels, self-catering apartments and leisure facilities.

Gary Brenton, from THL Leisure Resort, said: "THL Leisure is totally committed to the training and development of its staff.

"It was the first hotel group in the country to

receive Investors In People in 1992 and is one of only six business in the South West to have held the Investors In People for more than 15 years.

"Training is provided for all levels of staff from operational to managerial."

He added: "There is a flexible approach in the provision of training sessions with morning and afternoon sessions to accommodate shift patterns.

"Full and part-time staff have the same training and development opportunities and all regular casuals are included."

Insurance, risk management and financial services company, the Pavey Group is also one of the finalists for the award.

Established in 1972 the company has grown into one of the largest independent

insurance brokers in the South West.

Michael Pavey, founder and chairman of the group, said: "New recruits undertake relevant NVQ studies and also sit FIT tests and papers to give them a really good introduction to the insurance industry and to the business.

"From the second year of employment online learning is provided covering compliance and technical subjects according to individuals need.

"Then professional qualifications are taken by staff in year three onwards."

Also fighting for the award is Eurest Services, a company which provides catering, domestic, retail and laundry services from the Ilford Park Polish Home.

Sarah Harrison, of Eurest Services, said: "Eurest Services has an excellent in-house training programme, which starts as soon as a new employee is appointed.

"Within the first 11 weeks of employment all staff complete in-house training in food safety and health and safety. Every year everyone receives refresher training and re-testing in both subjects.

"Our chemical supplier also supports our training programme by providing on-site training in the use of our specialist cleaning equipment."

She added: "In addition to the mandatory training Compass Group's learning and development team offers various courses for staff development and management training."



■ **COMMITMENT:** Gary Brenton, of TLH Leisure Resort, insists THL Leisure is totally committed to the training

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