

## More skilled staff at The Beeches

The Beeches Conference Centre at Bournville, near Birmingham have just completed another successful year in staff training to help maintain the very highest standards of customer service that underline the ethos of all Chartridge Conference Company venues.

Head chef Dean Capener has just completed the City and Guild assessors course which means he can now assess all NVQ candidates working at The Beeches or any of the Chartridge venues. This is especially important as there are a growing number of Beeches staff who have completed the entry level NVQ courses and are now enrolling onto higher level qualifications.



Reception supervisor Danielle Stenton has just completed NVQ level 2 in customer service while her colleague Marie Rudge is well on the way to achieving the same qualification.

Catering supervisor Anthony Smith is nearing completion of NVQ level 2 in hospitality and customer service when he will then join his colleague Steve Moore who is currently studying for his NVQ level 3 in supervisory and management.

It's not only front of house and catering staff who are developing their customer service



skills. Three of the housekeeping staff, Simone Armstrong, Claire Dawson and Lidia Slawinska are currently enrolled on the NVQ level 2 course in Hospitality.

“At The Beeches we have always taken a very progressive approach to staff development” commented general manager Debra Jones. “Happy staff means happy customers. Encouraging all our teams to develop their skills and maximise their potential ensures they enjoy working here and feel valued. It also creates a really positive experience for all our customers from the moment they pick up the phone to book until they depart with a smile on their face looking forward to their next visit”.

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### **More about Chartridge Conference Company**

The Chartridge Conference Company runs and manages four dedicated conference and meeting venues (Chartridge, Hitchin Priory, Lydiard House and The Beeches) located in the Home Counties and West Midlands. All CCC venues are set in out-of-the-ordinary locations that provide the perfect secluded environment for meetings. All venues provide the highest standards of fully equipped training facilities in rooms that are bright, inviting and adaptable with on-site technical support. Superb food is created with care and flair by dedicated chefs, and when the learning is over, delegates can relax in style in beautiful and peaceful surroundings. The ethos of CCC is to successfully combine total professionalism, excellent value in a friendly relaxing environment. CCC is a member of MIA and Conference Centres of Excellence.

For further information about **Chartridge Conference Company**  
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