

THE IMPORTANCE AND DELIVERY OF WORLD CLASS FRONT LINE SERVICE UNITES THE SHORT LIST FOR 2010 EXCELLENCE IN TRAINING AWARD

News Release

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The three companies shortlisted for the 2011 Excellence in Training Award, sponsored by IOD Guernsey Branch, NP Group and the GTA University Centre, are all from industry sectors where company success and reputation can live or die on the delivery of front line service.

The short-listed companies are Guernsey Post, Island Coachways and The Old Government House Hotel and Spa.

Guernsey Post identified that it had quite a “catch up” challenge on its hands from its low base in 2006/2007. The company has invested significantly in major learning programmes in recent years many of which came to completion in the past year. With the tightening of the business’s finances, coupled with the successful conclusion of major learning projects, the level of the training budget was reviewed and a learning and development manager has been appointed to be responsible for driving forward the overall strategy and to ensure that its staff are developed to their achieve their maximum potential.

Delivering 1.5 million passenger journeys per annum is no small achievement and Island Coachways has great pride in the commitment and resources that it devotes to training its staff to deliver world-class service. Island Coachways began over 30 years ago as a family business and remains so to this day with five siblings on the Board of Directors, two of whom work fulltime in the company. Training, mentoring, feedback analysis and career development are integral components in Island Cochways’ approach to training excellence.

The Old Government House and Spa is a member of the Red Carnation Hotel Collection, recently accredited with Investors in People Gold Award in 2010. The OGH is always identifying new ways to attract and retain staff in one of the most challenging labour sectors mirroring the hotel’s belief that training programmes help to decrease the rate of staff turnover, by nurturing job satisfaction, and embedding the focus that guests’ needs and expectations need and should be put before anything else.

“Staff training and staff retention is now more important than ever across all industry sectors” said Fiona Naftel, Chief Executive of GTA University Centre. “It is both highly commendable and laudable to see these short-listed companies concentrate, focus and allocate serious time and resources to the wellbeing and retention of a proactive and committed workforce in an economic climate where the easy option would be to reduce training budgets.”

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**For more information on the Excellence in Training Award or any of the short-listed companies,
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