

The Graduates at Luxury Family Hotels

Discover your future in hospitality

2023/24

LUXURY FAMILY HOTELS

Hospitality...

*“the friendly and generous reception
and entertainment of guests,
visitors, or strangers”*

What To Expect

By Lucy Eastell, Learning & Development Manager

Now in its second year, 'The Graduates at Luxury Family Hotels' is our new and exciting leadership programme for graduates looking to build thriving careers in hospitality. Your programme will last for 12-months and offers valuable experience in several key areas of hospitality, including:

- Guest Facing & Front of House Experience
- Food & Beverage Experience
- Commercial & Administration

Through a blend of 'on the job' training & development and 'off the job' learning your mentor will support you throughout your Graduate Programme. After 12-months you will have acquired the solid foundations you need.

Luxury Family Hotels is built on a 4-pillar philosophy, and it is the dedication to these 4 pillars which has cemented Luxury Family Hotels as a brand of choice for those looking to develop a career within hospitality.

Time

We create time through exceptional hospitality that frees families up to just be in the moment.

Place

We have stunning buildings in unique locations.

Family

We are family-focused, not family-friendly. We put ourselves in the shoes of every family member.

Memories

Memories reside in the little things, and so we see the potential to delight and inspire through discovery and the small details.

If accepted to the Graduate programme you will be welcomed by a group of like-minded, kind, and passionate individuals and be at the very forefront of what it means to be hospitable.

You're only one application away.



Our Story

When the first Luxury Family Hotel, Woolley Grange, opened its doors in 1989, we threw away the rulebook for country house hotels.

Putting a warm welcome for families at the very heart of the business, we sought to create an environment that blended the traditional mainstays of luxury hotels - beautiful accommodation, excellent amenities, and flawless service - with a more relaxed and inclusive atmosphere, where anyone could instantly feel at home. This philosophy has kept the Luxury Family Hotels collection in the hearts and minds of our core audience and to this day we remain a destination of choice of UK family staycations.

From a Jacobean manor house to a New Forest hunting lodge, we offer family escapes in some of England's finest locations. Across our five properties, we offer a high level of service, with outstanding amenities for all our guests. Wellness & leisure facilities, comforting dining experiences, and complimentary Ofsted-registered childcare facilities are as standard.

In our hotels we work to blend the character and history of the buildings with dynamic ideas to provide an unforgettable experience.



With investment and expansion across our collection, the future is bright. As a brand we remain focused on the guiding principles on which Luxury Family Hotels was founded, so that we can welcome back the next generation of guests in another 30 years.

At Luxury Family Hotels we believe that sourcing and retaining talented and dedicated individuals is key to the success of our business. Our team are at the core of everything we do, and we take great pride in investing in training and developing our employees, not only to deliver a consistently excellent standard of service for our guests, but to give them the tools and confidence to thrive through their careers with us, and beyond.

...the future is bright



Our Collection



Fowey Hall Hotel

Nestled atop a charming and idyllic fishing village, Fowey Hall is a mere five minutes from the beach, and all of the coastal activities Cornwall has to offer. With miles of England's most beautiful coastlines on your doorstep, and countless seaside pubs and restaurants to explore, friendly Fowey is a wonderful place to live. Having recently undergone an extensive programme of refurbishment, Fowey Hall was shortlisted for Hotel of the Year at the prestigious Catey Awards.



New Park Manor Hotel

Located in the heart of the New Forest, New Park Manor was originally King Charles II's favourite hunting lodge. Situated between Bournemouth, with its excellent restaurants and annual music and rugby festivals, and Southampton, offering a true cosmopolitan hub on your doorstep, there is plenty to keep you entertained. With acres of forest, beautiful coastlines, and world-class leisure facilities on your doorstep, and all within an hour and a half of London, New Park Manor is truly a fantastic place to work.



The Ickworth Hotel

Located on the edge of Bury St. Edmunds, amongst 1,800 acres of National Trust parkland The Ickworth is an incredible Italianate palace. Within easy reach of bustling Bury St. Edmunds, and, slightly further afield, the famous university city of Cambridge and the horse-racing at Newmarket, The Ickworth is well-located to enjoy everything East Anglia has to offer, whilst still being within easy reach of London.



Woolley Grange Hotel

Woolley Grange offers the opportunity to live and work amongst classic English countryside, whilst still being walking distance to Bradford-upon-Avon with its array of shops, restaurants, and bars, and only a short train journey to the stunning city of Bath. It is the perfect base from which to explore the West Country, from its hundreds of Cider Mills to the world-famous Glastonbury Festival.



Moonfleet Manor Hotel

Located near the thriving towns of Weymouth and Dorchester, both offering a huge range of amenities and events, Moonfleet Manor is perched on the world-famous, picture-perfect Jurassic Coast. Overlooking the Fleet & Chesil Beach and all it has to offer - from every conceivable watersport to fossil hunting - Moonfleet and its location is simply beautiful.



Your Journey

Your 12-month programme offers an unparalleled level of variety and exposure.

Being attached to one of our hotels for the entirety of your operational training means you will fully immerse yourself in its operational structures, showing you how each department fits together to create a polished package.

This will be combined with regular mentorship from one of our senior leadership team, and off the job training under our Institute of Hospitality accredited training scheme. You will have the opportunity to develop, and pitch a business project of your choosing, which may be implemented in our hotels.



We also offer the opportunity to sit in on our Hotel Development Meetings, giving you insight into the broader strategic plans for the hotel and insight into large-scale renovation projects.

As a brand that is committed to mitigating our environmental impact, we are particularly excited to announce that each of our graduates will be tasked with working towards a sustainability project. This will offer each graduate the opportunity to voice their ideas but will be specifically targeted at the local environment around the hotel, to ensure that our locations stay beautiful and nourished.

...fully immerse yourself



Your Development Pathway

Eight Months

Operational training in one location in up to three of the following departments:

- Reception
- Food & Beverage
- Housekeeping
- Wellness
- Maintenance
- Kitchen
- The Den

Two Months

In one of our central office teams of your choice:

- Central Reservations & Revenue
- Human Resources
- Learning & Development
- Marketing
- Finance
- IT



Two Months

In a supervisory role, where you will hone your managerial skills.

In addition

- Ongoing off the job training, including a business project of your choosing.
- A local sustainability project of your choosing.

And thereafter

On successful completion of the programme, candidates could be offered a supervisory role within the company.



If you have any questions please don't hesitate to get in touch with us by emailing thegraduates@luxuryfamilyhotels.co.uk.

Job Perks

Salary*
£25,000 + service charge, and a £1,500 bonus on successful completion of the programme.

*We may be able to offer subsidised accommodation, where necessary.

	Extra days leave to celebrate your birthday		Excellent staff rates. Including friends and family
	A paid day off for volunteering or involvement in a fundraising event		Employee discount! 50% off food & beverage and spa treatments
	Employee cycle to work scheme		Hospitality Action membership Our employee assistance program
	Excellent individual and bespoke career progression with the Luxury Hotels Family group		Refer a friend. Earn £350 or £500 for referring your friends
	Competitive salaries		Excellent share of service charge
	Unique on-the-job training and development. Our training courses are endorsed by the Institute of Hospitality.		A wide range of benefits on the high street with the LFH benefit hub
	Life assurance benefit		LFH Tech Scheme Savings on a range of tech products. Including laptops, phones, and tablets
	Help at Hand Remote medical support		Chef Knife Sponsorship Each year all chefs receive a knife of their choice & new Commis Chef's receive a complete starter set of knives
	Chef Dining Out Scheme All chef's can eat at a restaurant of their choice, every 6 months, to the value of £100		Team uniform
	Great staff food		

Your Application

Applications will open on 9th January, and close on **31st March**.

We will review applications after the deadline, and arrange first round phone interviews in April and May.

Successful candidates will be invited to an Assessment Centre in early June, with offers made shortly after.

If you have any questions please don't hesitate to get in touch with us by emailing thegraduates@luxuryfamilyhotels.co.uk.



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