

ENGAGE YOUR PEOPLE

Bartlett Mitchell case study

Bartlett Mitchell contract caterers has an outstanding reputation as a contract caterer for providing excellent food and service to their clients, with an eye for detail and costs, and a passion for their industry. They operate in the south east area including London, Hampshire, Surrey, Berkshire, Buckinghamshire, Essex, Hertfordshire, Kent and Sussex.

The challenge

Often in the hospitality industry, training focuses on legislative aspects required for the various job roles with little time, finance or inclination to focus on competencies. However - in an industry where people skills are key to achieving happy teams and fantastic service - there must be focus on the development of 'soft' skills such as leadership, coaching and - and we all need this - time management.

More effective teams of line managers - much of Bartlett Mitchell's business consists of chef manager sites - chefs who have promoted whilst continuing with food production, stock control etc. This is a challenge for anyone - but particularly those who have completed NVQ/ City & Guilds training for food preparation but haven't had any management coaching.

This puts them in a potential situation of being ill equipped to manage their teams and having to juggle all jobs to a high standard at the same time. This takes some doing and Bartlett Mitchell contract caterers are committed as a company to enabling their team leaders to excel in a challenging, dynamic environment.

The solution

All Unit managers, Head Chefs and 'Rising Stars' attended the training.

The training undertaken was management training using sessions and the same content from our Purple Leadership Programmes

A rounded approach was taken and the sessions included:

- Manage the self - this combined effective management and time management
- Manage others - this combined:
 - Manage and motivate
 - Coaching and feedback
 - Manage teams
 - Inspired leadership and change

The outcomes

- Managers developed more self-confidence - they recognised that whilst habits are hard to break, new tools, when applied, really make a difference.
- Team management became more structured with noticeably improved team engagement.
- Effective delegation not only empowered the teams to take more responsibility, it assisted the managers with that holy grail of time management!
- This of course allowed for more focus on such matters as management of budget.
- The impact on all areas of the business was tangible



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