

HARBOUR
HOTELS

GRADUATE DEVELOPMENT PROGRAMME



2021/2022



READY TO SET SAIL?



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THE OUTLOOK

OUR VISION

To provide graduates choosing a career in hospitality an opportunity to work with some of the best in the industry and to gain valuable hands-on experience from the outset in all operational departments. In turn, creating a flow of young talent within the Harbour Hotels Crew – home-growing and developing our future leaders.

OUR MISSION

To onboard a number of highly-energetic, passionate and committed graduates at degree level to the Harbour Hotels Group two-year programme. The outcome: following successful completion, you will be appointed as a HOD and receive continued professional development towards a Hotel Manager or General Manager role.



THE INGREDIENTS FOR SUCCESS



FOOD FOR THOUGHT

WHO

People who will make more of a difference to our business in every respect, who can work individually and importantly work together as a team. People who show great determination and commitment to succeed personally and as part of the wider Harbour Hotels Crew. People who possess intellect, tenacity, flexibility and will provide an excellent service to our guests who expect and demand high standards. People who are willing to do that something extra to add value and make more of a difference.

WHAT

When you join Harbour Hotels on our Graduate Management Development Programme you will become part of a leading hospitality brand with core values that provide the right environment to grow your skills and expand your knowledge through work experience, training and education, as well as a brand that is dedicated to growing the business as well as its Crew. Advancement through the programme is determined by your performance.



THINK AND WORK COLLABORATIVELY


PORTS OF CALL

With 15 properties and counting, the group has rapidly grown across the south of England – with properties in Cornwall, Bristol, Devon, Dorset, Hampshire, London, Sussex and Surrey. Harbour Hotels specialise in stylish stays in exceptional locations: from seafronts to harbours, to a hotel inside a historic old bank, and even a five-star hotel at Southampton designed to mirror a super-yacht.

And unlike other hotels, Harbour Hotels pride themselves on offering our guests in-house award-winning restaurants and destination bars. Our four restaurant brands; The Jetty, the Upper Deck, Harbour Kitchen and HarBAR; specialise in modern classics using seasonal, locally-sourced ingredients to showcase the flavours and traditions of the local region. The vibrant hotel bars are not your typical hotel bar either; locals and guests alike mix, with exclusive cocktails, local beers and gins, live music, and late-night DJs and dancing creating atmospheric places our guests decide to stay in for.

Indeed, Harbour Hotels don't just want our guests to stay – we want them to have an experience to remember. From outstanding food, wine and facilities inside, to enjoying the best local attractions and activities in the surrounding area.

We help arrange them, get our guests there, and even pack them a picnic to take along.

 : harbourhotels.co.uk



A WARM WELCOME IS ALWAYS GUARANTEED

PLOTTING THE COURSE

HOW

Your voyage will typically include five stages that will expose you to all aspects of hospitality management and provide valuable cross-departmental training.

Partnered with a senior leadership mentor, feedback will be provided throughout the course. Successful completion of each stage will be measured on your ability to demonstrate an exceptional level of competence and promising leadership skills within that role.

Once all stages are completed, we will fast track you to a HOD position where you will have the opportunity to further develop your leadership skills – and continue your progression towards a Hotel Manager or General Manager position with Harbour Hotels.



HANDS-ON EXPERIENCE



The following is representative of a typical graduate voyage:

- **Rooms and Reception | Six months**
Sales | Housekeeping | Nights | Concierge | Maintenance
- **Food & Beverage | Ten months**
Restaurants | Kitchen | Bars | Lounges | C&B
Events | Room Service
- **Spa & Wellbeing | One month**
Treatments & Experiences | Gyms | Outdoor Activities
- **Areas of Preference | One month**
An area not yet visited or would like to return to
- **Harbour House | Two months**
Accounts | IT | Business Development
Central Reservations & Revenue | Marketing | People Team

18 to 24 months is the approximate amount of time you will need to really immerse yourself into Harbour Hotels and enough time to gain valuable experience on your journey into management.



BE THE PERFECT HOST

KEEPING ON COURSE

WELCOME ON BOARD

As you might expect we will require you to have a prior understanding of the complexities and challenges of working within a fast-paced hospitality business such as Harbour Hotels. Therefore, it will be a given that you understand the requirement to be flexible in your approach to everything you do. This will also entail a naturally curious individual who thrives on the challenges of the day with resilience and a natural optimism to achieve positive outcomes.

MANAGING EXPECTATIONS

From the outset it will be expected that the programme will be for up to two years. The property and location may vary due to availability of the next placement position. In all instances, it is assumed that the placements will take place across a number of Harbour properties, to include our Support Office – Harbour House, Christchurch. The nature of the hospitality business demands that the programme needs are to be treated with a degree of flexibility and understanding of seasonality and other dynamic market forces.

TRAINING

Opportunities will be provided to develop through online portals, partnerships and practical training to ensure your continued learning and development. Membership of The Institute of Hospitality and access to relevant bodies and article sharing ensuring that you stay in touch with industry updates and developments.

MENTORING

Graduate Crew Members will have an assigned mentor who will be dedicated to you on a 1:1 basis. This will normally be the GM at the property where you are based. Departmental managers will take responsibility for your learning on a day to day basis.



LEARN FROM SOME OF THE BEST
IN THE INDUSTRY

PRE-SAIL CHECKLIST

WHAT'S IN IT FOR YOU?

- Guaranteed career and progression across all pathways
- Competitive salary starting around £25k up to £32k
- Hotel stay and food and beverage discounts across the Harbour Hotels Group
- Access to exciting benefits and discount platform
- Employee Assistance Programme
- Meals included whilst on duty
- Regular career reviews
- Group Life Cover
- Access to round-the-clock GP services
- Mentor and wellbeing support



BE A GAME CHANGER

WHAT WE'LL NEED FROM YOU

- Eligibility to work in the UK
- Flexible approach to the requirements of the programme
- Desire to improve communication skills, both written and spoken
- The ingredients to deliver exceptional hospitality
- Willingness to maximise training opportunities





CREATE CREATIVE CREATIONS

SETTING SAIL

HOW TO APPLY

If you would like to be considered and believe you have the necessary ingredients, can-do attitude and have a genuine passion to be a future leader, then we would be delighted to hear from you!

Please send your most recent CV with a covering letter explaining why you would like to join our Crew. In addition, please include the answers to the following questions:

- What makes you the right candidate?
- How will your present capabilities enable you to succeed on this programme?

You may use a maximum of 150 words per question. Please email your application to:

✉: peopleteam@harbourhotels.co.uk

Shortlisted applicants will be invited to stay at one of our properties and give written feedback on their experience and this will form part of the second interview.



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☎ : 01202 489087

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🌐 : harbourhotels.co.uk

