



DO YOU WANT TO CREATE EXTRAORDINARY EXPERIENCES?

Splendid Hospitality Group is one of the UK's fastest-growing family-owned hotel groups, with its people at the very heart of its success.

The 20-strong hotel portfolio ranges from luxury to no-frills and includes the five-star Conrad London St James and York's first five-star hotel, the Grand Hotel & Spa, which is currently undergoing a £15m redevelopment and is recruiting for new family members.

Gemma Meale, Group Director of People for Splendid Hospitality, says: "The 'Splendid Hospitality Way' is the foundation of our company culture and its success. Its purpose is simple: to impact lives, create extraordinary experiences, care, and to get better every day."

All Splendid family members have the potential to grow and develop themselves through a personalised development programme. There is a competitive rewards and benefits package, which includes discounted

Splendid family...

room rates in other Splendid hotels, the opportunity to gain qualifications up to degree level, a bike to work scheme and childcare vouchers, among other things.

"A huge focus for 2017 is talent," explains Gemma. "The scope of opportunities within Splendid is a fabulous magnet for us. The Splendid family is diverse and inclusive, working with great partners such as the Prince's Trust and Springboard to offer opportunities to those actively seeking to start a new career or to return to the workplace. We have also signed the Armed Forces Covenant to support those in the military seeking employment."

The Splendid culture champions and nurtures talent, which is evident from the many awards won across the portfolio, largely as a result of its exceptional staff. To help drive

this further, Splendid has appointed Louise Phelps as Group Talent Manager. Louise says: "Our first responsibility is to our people. Without them, there is no Splendid story and there are no memories for our guests."

Part of its new approach has been the introduction of 'The Big Game'. This has turned the otherwise boring induction process into a game that ensures every new recruit is welcomed into the Splendid Family and educated in a fun way about the Splendid Hospitality Purpose and Way.

"We are a diverse workforce and are proud to have developed some of the industry's rising stars," says Louise. "I am excited for us to continue to nurture them and discover new talent to join our growing portfolio of hotels across the UK."

Email careers@splendidhospitality.co.uk
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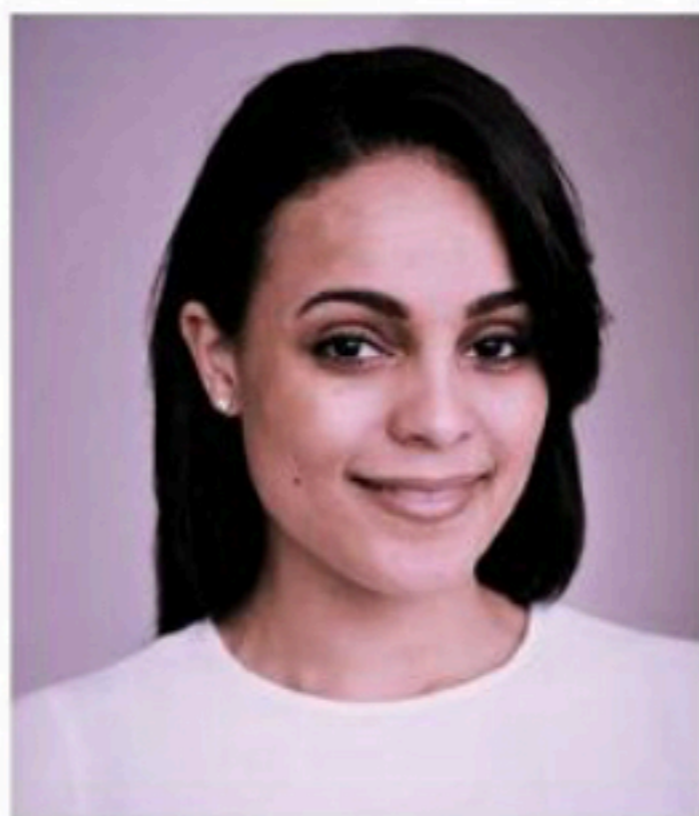
CASE STUDY

Hollie Williams-Richardson, Learning and Development Manager

Hollie joined Splendid Hospitality in 2012, following the completion of her degree in tourism and management.

Her first role was to assist in the opening of the Intercontinental London Westminster, which was rebranded as Conrad London St James in 2014.

She was promoted to Senior



Guest Relations Manager in 2014, leading the Guest Relations department single-handedly.

While Hollie loved operational roles, she had a real strength in developing others and she went on to become Learning and Development Manager in 2015.

She says: "As a result of one-to-one coaching, Splendid identified my passion for people and learning. This allowed me to step into a new role where I could coach team members

individually, using my years of experience."

Last year Hollie joined head office as Learning and Development Manager.

"This is an exciting step in my career, which has opened up opportunities to work across all the hospitality businesses in our portfolio," she says. "I love being part of the Splendid Family. As the business grows, I feel like I grow with it, which makes the future very exciting."