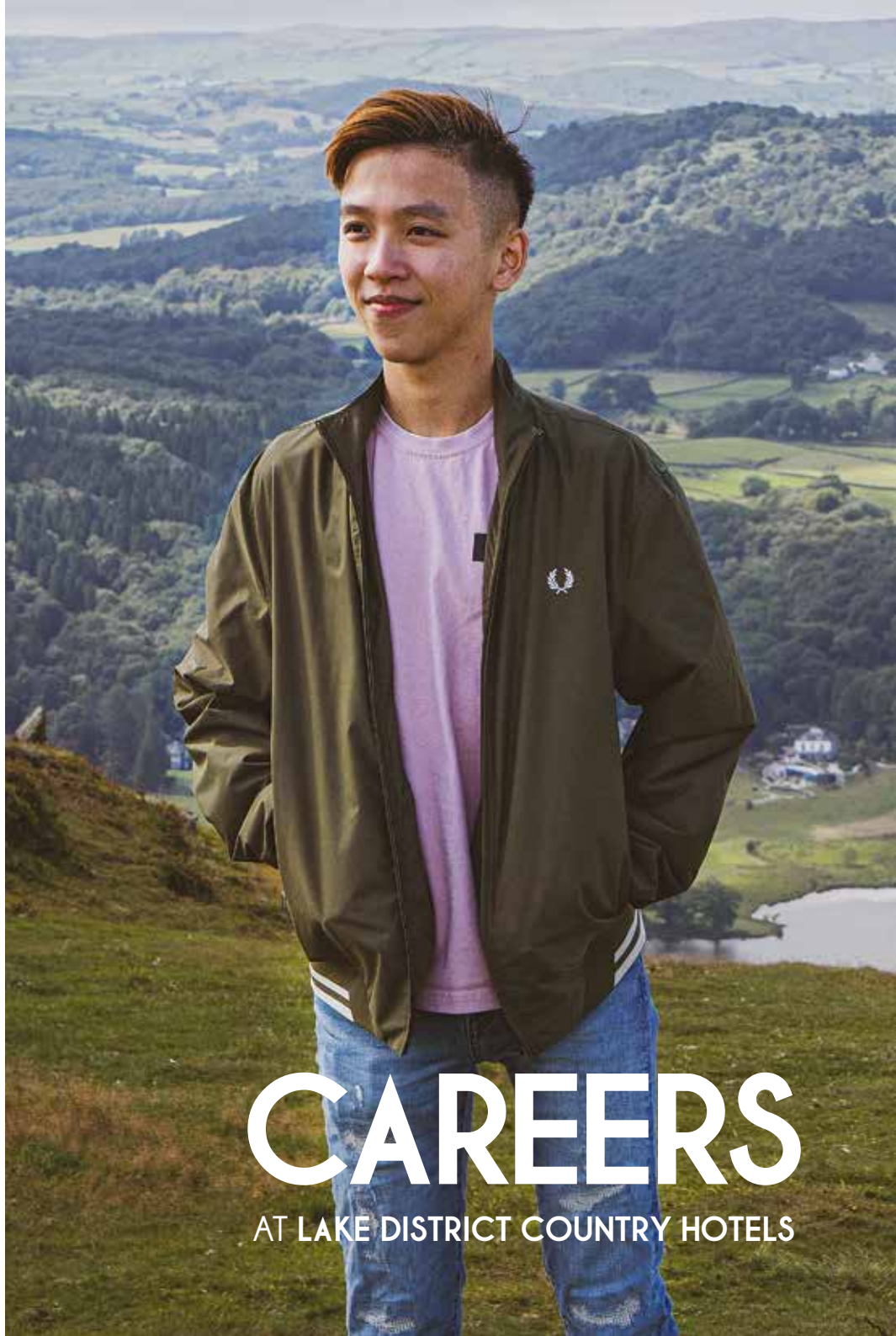


Your guide to
our **exciting** career
opportunities!



LAKE
DISTRICT
COUNTRY
HOTELS



CAREERS

AT LAKE DISTRICT COUNTRY HOTELS

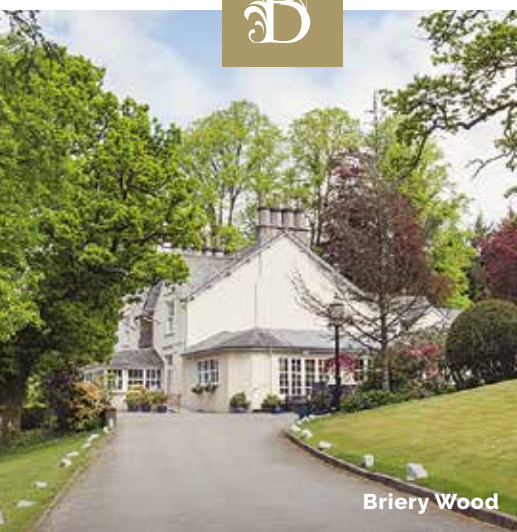


A SPECIAL COLLECTION OF THREE BEAUTIFUL, FOUR-STAR COUNTRY HOUSE HOTELS, SITUATED IN THE HEART OF THE LAKE DISTRICT.

Set in acres of landscaped gardens and secluded woodlands and with stunning views of Lake Windermere and the surrounding Lakeland Fells, our hotels offer the best in Lake District scenery along with the ultimate in relaxation and indulgence.

Each country hotel is unique and different and appeals to our leisure, international, corporate, groups and wedding guests.

We do all we can to create a culture and environment where people are happy and proud to work.



Briery Wood



Cragwood



Merewood

COMMITMENT TO DEVELOPING CAREERS

Retaining talent, growing individuals, and ensuring a family atmosphere is key to what we do. We have always recognised that our people are what make us who we are, but their importance is even more so during these last few years.

We have teamed up with universities, offering a training scheme for our team through the University of Cumbria's degree apprenticeship but we also welcome students on yearlong placement schemes, tailored to their individual programmes from across the country.

We have welcomed more than 30 over the years, many of which have returned to our group and now hold the most senior roles within our company.

We see our role within the industry as thoroughly important, that is why we engage with local schools, colleges and universities, sending in senior staff to give talks and demonstrations on their own skills and experiences designed to inspire students to join our wonderful industry.

We continue to invest in our staff and offer a number of staff accommodation for those who wish to work and live in the area which offers affordable living and comfortable quarters.

We also pride ourselves on our internal staff incentives. From birthday Afternoon Tea Gift Vouchers and long service rewards to a 'refer a friend' bonus initiative, we like to say thanks to our team regularly.

SAY HELLO!

We would love to hear from you!



CASE STUDIES

The best people to hear from are the fantastic members of our team, who are an integral part of our hotels and share many success stories.

We are lucky to have many but here are just a handful, giving you an insight into their career development, progression and their experience of working at Lake District Country Hotels.



"I started working for Cragwood in May 2014 and was initially taken on as Wedding Coordinator. I always knew that a customer facing role was best suited to me and I wanted to take the next career move from working in the travel industry. It was in this role that I learnt all about the functionality of hotels and how important it was to work well as part of a great team. I learnt how to become organised, a good communicator and more importantly, how to nurture my confidence and ability.

As part of a small hotel group, staff are always recognised and rewarded for the great work that they do. It also gives you the opportunity to experience other areas of hotel work that you wouldn't necessarily be able to access in a larger hotel.

I have seen myself progress from Wedding Coordinator to Assistant Manager and now to Hotel Manager.

I feel extremely proud of my career progression and to work for a great small hotel chain.

There is always something new to learn and I look forward to the variation and rewards that each day brings".

Stacey Rothera
Hotel Manager
Cragwood

"I do have a Robin, too that, no matter where I am in the garden, always appears to keep me company as soon as I start weeding..."

"I began working as a Front of House Assistant at Cragwood Country House in January 2018 and really enjoyed it but had always wanted to work outside and in April of that year I asked if I could join the Gardening team instead. I knew nothing about gardening at all, but our Head Gardener said if I was willing to learn, then I had a place on the team!

I also enrolled on a horticultural college course at that time and am now in my final year. It is a really rewarding job, all year round, but I especially love, once we have prepared for the warmer months, seeing our hard work start to show in the spring.

I do have a Robin, too that, no matter where I am in the garden, always appears to keep me company as soon as I start weeding.

One of the best things about working here is the people I work with and the opportunity I have been given to follow my passion. When I told our Head Gardener recently that I would really like the chance to learn the art of flower arranging, we had the idea of expanding the herb garden to grow some cut flowers for the hotel, so it won't be long before I am able to follow my next dream!"

Becca Kaye
Gardener
Cragwood

SAY HELLO!

We would **love** to hear from you!



"There was a wedding taking place on my first day and I remember serving the Bride and Groom their starter course at the wedding breakfast..."

"I started working for our group of hotels in December 2017, as a weekend Front of House Assistant, while I was doing my A levels. There was a wedding taking place on my first day and I remember serving the Bride and Groom their starter course at the wedding breakfast itself. I felt really proud of myself!"

I love learning about how to run weddings and events and enjoy the whole organisational aspect of the job.

It has all really helped me gain in confidence, so much so, I applied for a place at the University of Central Lancashire, which I hadn't expected I would ever do and while the degree is not related to hospitality, what I have learned during my time at the hotel has helped me with my course.

The company has been very supportive of my projects allowing me to use our hotels for my photo shoots and some of the team has even acted as models!

I was promoted to Supervisor in 2021, which I am delighted about and so now I'm looking forward to the future and where that takes me".

Lucy Eccleston
Supervisor
Merewood

"When I joined Lake District Country Hotels, I was a Kitchen Porter. I could only say a few words in English and didn't really know anybody in the local area.

I was so grateful to have found such a great place. Every single member of the team was really helpful, and they soon helped me speak English. There are many opportunities for a career here.

The Head Chef asked me if I was interested in becoming a Chef, I said yes and now I am working as part of a fantastic team in an award-winning kitchen!

I have made many friends here and am very happy to be part of this organisation.

I am always recommending our hotels as a brilliant place to work and as a result of recruiting some long serving team members, I have been personally rewarded by the company on many occasions".

Dawid Rostek
Chef
Merewood

"I joined Lake District Country Hotels in 2021, when I was 14 years old. My brother and sister were already working here and were always saying how much they enjoyed it.

I really wanted to start earning some money and they suggested I ask if there was a position at Merewood Country House. I came in to see the Manager and he offered me a job at weekends and school holidays.

I was excited but also nervous at the thought of my first day. I had nothing to worry about though, everyone was really nice and showed me how to do all the things I was able to as a young person at work.

I really enjoy being here. Everyone is lovely and it is a safe place for me to be. As I get older, I am able to work some more hours, if I want to and I definitely do!"

Joe Eccleston
Front of House
Merewood

SAY HELLO!

We would **love** to hear from you!



Lake Windermere and the Langdale Pikes



ROLES WITHIN LAKE DISTRICT COUNTRY HOUSE HOTELS

- 🌿 Hotel Manager
- 🌿 Hotel Assistant Manager
- 🌿 Duty Manager
- 🌿 Supervisor
- 🌿 Front of House Assistant
- 🌿 Wedding Coordinator/Assistant Wedding Coordinator
- 🌿 Receptionist
- 🌿 Head Chef/Chefs/Kitchen Porter
- 🌿 Head Housekeeper
- 🌿 Housekeeping Assistants
- 🌿 Gardens/Grounds Team
- 🌿 Maintenance Team
- 🌿 Media Manager
- 🌿 Marketing Executive
- 🌿 Hotel Group HR Manager

TRAINEE MANAGEMENT PROGRAMME

We are committed to quality in all areas of the business to create an outstanding guest experience and recruit people who are passionate and who truly care about giving exceptional customer service.

We believe in the importance of attracting and investing in the young talent of today. This programme is designed to increase knowledge and provide trainees with good all-round operational experience with the aim to equip team members for their first management position within the LDCH group.

SAY HELLO!

We would **love** to hear from you!

🌿 What we offer

Our Trainee Management Programme offers hands-on training in all aspects of the running of a busy hotel. Some of these modules are listed below:

Bar training, cellar management & stocktaking, customer service, delivering corporate business, financial mechanics of a kitchen, menu building, human resources, revenue management, selling, planning & delivering a wedding, running a housekeeping department, maintaining an award-winning grounds team, marketing.

- Opportunities to interact with and learn from LDCH's leadership team
- Personal mentor to keep you on track to meet your development targets
- A visit to the Champagne region to discover the art of Champagne making
- On Graduation-a celebration meal in a Michelin starred restaurant.

🌿 What we're looking for

- High levels of energy, drive and passion
- A willingness to go the extra mile
- Ability to be a true team player
- Ideally but not essential a recognised qualification in hospitality, tourism or business



Scan the QR code or visit <https://vimeo.com/user84938733>

STUDENT PLACEMENT

Whilst working for an award-winning group of four-star hotels, our twelve-month placements are designed for ambitious and highly motivated candidates who are passionate about a career within the hospitality industry.

This will allow you to enhance your knowledge and provide you with good, all-round operational experience. You will work front-of-house, with the wedding and events team, behind the bar, with housekeeping, in the restaurant, reception and kitchen.

As well as a deep dive into other aspects of operations including revenue management, accounting, and marketing to name a few.



"I joined Lake District Country Hotels on a university placement scheme in 2003. I instantly loved the people centric approach of the company, whether that be the considerable levels of customer care or the same care that was showed by the company to my fellow colleagues.

Upon completion of my university course, I was lucky enough to be invited back, in a Trainee Management role. This gave me exposure to the day to day activities, challenges and rewards of running a country house hotel.

In the process it reinforced my love and passion for a company where people are the priority.

I was fortunate to be offered the role of Assistant Manager at the Merewood Country House Hotel. A role I carried out for 10 years. I left the company for 2 years and when the opportunity came about to take responsibility of two of the hotels, I took it with both hands. It felt like a homecoming.

I have since acquired the responsibility for the third hotel and couldn't be prouder.

My role and our industry in general is never dull. We have constant, exciting challenges and regularly display team work across all departments to see ourselves through.

I have never forgotten the 'People first' approach in everything we do and have plenty of proud memories to recall; whether that is helping to bring the hotels from 3 star to 4 star properties, opening new international markets or even simply the joy of seeing some of my fabulous colleagues grow and develop within our company".

Joe Cobb
Hotel Executive Group Manager
Lake District Country Hotels

"I joined Lake District Country Hotels in 2009 after researching university placements in the area. This was by far the most appealing opportunity, as it offered the most comprehensive programme for my aspirations, well as offering accommodation for the duration of my time there.

I enjoyed it so much, rather than leaving when the placement was due to end, I opted to stay for the summer instead and when the position of Wedding Coordinator became available, I applied and was successful!

In addition to my responsibilities, I frequently acted as Duty Manager, running shifts and further developing my leadership skills.

In 2015, I am very proud to say, I became Hotel Manager of Merewood Country House Hotel.

No two days are ever the same and I thrive on the variety that running a busy hotel brings to my role.

Even after all these years and I can see how far I have progressed, I am still learning as the hospitality business evolves.

It has been my pleasure for Merewood to have achieved the AA four-star silver standard with two rosettes and win the renowned 'Taste Award', from Cumbria Tourism.

I look forward to being instrumental in shaping the future of our business".

Robert Timms
Hotel Manager
Merewood



Scan the QR code or visit
<https://vimeo.com/user84938733>

SAY HELLO!

We would **love**
to hear from you!

DEGREE APPRENTICESHIP

Study and work... A degree apprenticeship combines degree level education with on-the-job training helping you to develop your management expertise while you work.

It is an alternative university route which has been designed in collaboration with industry.

It's a great way to nurture talent that meets the needs of both the employee and employers, with tuition fees covered by an employer and/or government funding.

At Lake District Country Hotels, we are very proud to be part of this scheme.

"A partnership between Lake District Country House Hotels and The University of Cumbria, the programme has taught me how to think beyond day-to-day running and allowed me to understand how to create a workplace culture while considering the future of the business."

This opportunity has really opened my eyes and provided me with many skills that I can use to become a better leader.

By the end of the apprenticeship, I hope to further my career in leadership roles, be more involved in the company's running, and be involved in decisions to improve the experience for staff and guests."

Keegan Warner
Supervisor
Briery Wood

SAY HELLO!

We would **love** to hear from you!



"I started working at Merewood Country House Hotel in 2019 as a front of house assistant, having come from the construction industry."

I really enjoyed the job, knowing straightaway that I wanted to pursue a career in hospitality and after a few months, was promoted to supervisor at the same time, accepting a place on the Degree Apprenticeship programme. I then worked for a further year, before becoming Duty Manager at Cragwood Country House. When the position for Assistant Manager became available at Merewood, I applied and got the job!

The company is great to work for, there are so many opportunities to progress, and the people are amazing. I especially enjoy the different team sports that we organise throughout the year, as its important to have fun too!"

Nic Karakasis
Hotel Assistant Manager
Merewood

EQUALITY AND EQUAL OPPORTUNITIES

Lake District Country Hotels is committed to encouraging equality, diversity and inclusion among our workforce, and eliminating unlawful discrimination.

The aim is for our workforce to be truly representative of all sections of society and our customers, and for each employee to feel respected and able to give their best.

SAY HELLO!

We would **love** to hear from you!

OUR POLICY'S PURPOSE

- 1 Provide equality, fairness and respect for all in our employment, whether temporary, part-time or full-time**
- 2 Not unlawfully discriminate because of the Equality Act 2010 protected characteristics of:**
 - age
 - disability
 - gender reassignment
 - marriage or civil partnership
 - pregnancy and maternity
 - race (including colour, nationality, and ethnic or national origin)
 - religion or belief
 - sex
 - sexual orientation
- 3 Oppose and avoid all forms of unlawful discrimination. This includes in:**
 - pay and benefits
 - terms and conditions of employment
 - dealing with grievances and discipline
 - dismissal
 - redundancy
 - leave for parents
 - selection for employment, promotion, training or other development opportunities

Monitoring will also include assessing how the equality, diversity and inclusion policy, and any supporting action plan, are working in practice, reviewing them annually, and considering and taking action to address any issues.



YOUR NOTES



Cragwood Hotel, Lake Windermere and the Langdale Pikes



SAY HELLO!


We would **love**
to hear from you!

Helen Ansell
Group HR Manager
helen@lakedistrictcountryhotels.co.uk



**LAKE
DISTRICT
COUNTRY
HOTELS**

Head Office: Cragwood House,
Windermere, Cumbria LA23 1LQ.

 @LakeDistrictCountryHotelsCareers

 www.lakedistrictcountryhotels.co.uk