

At the heart of hotels



Hawkes

It's an honour

Two leading lights in the hospitality industry are among a dozen people from all walks of life to be awarded honorary degrees at graduation 2016 at the University of Essex, home of the Edge Hotel School.

The school's co-founder Sir Garry Hawkes and Hotelier of the Year 2014 Danny Pecorelli will receive their degrees at the Edge Hotel School graduation ceremony on 15 July.

Described as one of the pioneers within the contract catering sector, Sir Garry is now director of the Edge Foundation, former president of Hospitality Action, president of the British Hospitality Association, former chairman of Edexcel and former chair of the Basic Skills Agency. Sir Garry was awarded a CBE for services to tourism and the catering industry.

Successful hotelier Danny Pecorelli is the managing director of the luxury hotel group Exclusive Hotels and Venues. Running four hotels, two venues and two golf clubs and holding an unprecedented 20 AA Rosettes and four Michelin stars between them, Pecorelli has been the recipient of numerous awards and commendations throughout his career, including Hotelier of the Year 2014.



Pecorelli

Forget the restaurant and reception, housekeeping is the heart of every hotel, Edge Hotel School students were advised at a special workshop offering 'Insights into Housekeeping Management'.

Organised by Christoph Hoffman, director of quality assurance, health and safety and systems development at Omni Facilities Management, this event brought together a selection of experts from hotels in London, including alumni Sasha Glucksmann-Smith who is now floor housekeeper at Apex London Wall.

During a panel question and answer session, Dipesh Jana, cluster executive head housekeeper for Hilton London Paddington and Hilton London Euston, said: "A hotel will not be able to survive without housekeeping. It can survive without a restaurant and even without a reception, with the growth of e-check-in. When you manage the housekeeping in a hotel, you are handling the largest manpower. There is a lot of learning and challenges; housekeeping cannot be ignored."

Anne Modin, executive head of housekeeping and security of Double Tree Tower of London agreed: "Housekeeping is the heart of every hotel. In any questionnaire or survey you find the customer is always looking for a clean room. But



housekeeping is not just about cleaning, you have to be good at organising, finances and training."

Everyone on the panel agreed there was a dire shortage of good housekeeping staff at the moment, both at entry and managerial level. Asked to look 10 years ahead everyone felt that technology would help ease the administrative workload but that the time released needed to be spent with staff to maintain the quality.

Krystian Kalkowski, quality and systems training manager at Omni



Facilities Management, summed up the energy and commitment needed to run a housekeeping section: "Sometimes that heart is beating a little too quickly, close to a heart attack, but at the end of the day there is a lot of job satisfaction."

New Manchester training school

Marriott International has teamed up with Renaissance Hotels and Antz to launch a training school in Manchester to help develop hospitality skills in the young and unemployed.

The Marriott Academy comes after research from Marketing Manchester found – with an additional 2,986 hotel rooms in the pipeline adding to the 21,181, already in operation – the region will need an estimated 20,400 staff across Greater Manchester to manage the industry's expected growth between 2014 and 2020.

The training delivered through the academy has been designed to give the locally unemployed, or those who have not previously been given access to training, to learn and also work in Manchester's hospitality sector.

Marriott said this will ultimately open up new employment opportunities for them.

The academy is now delivering a three-week intensive employability and customer service training course to current intake of 20



successful applicants, which will be followed by a three-week work experience placement and a guaranteed interview with Marriott.

Peter Nicholson, cluster director of human resources at Marriott and Renaissance Hotels in Manchester, said: "Working with Antz Junction, we really wanted to help support those with the right worth ethic and give them the opportunity to learn,

and get experience, so that they can develop a career in the hospitality industry."

The Marriott Academy training is split between Worsley Park Marriott Hotel & Country Club, Renaissance Hotel Manchester and the Manchester Airport Marriott Hotel, with skills and employability training at Antz Junction Social Enterprise in Swinton.