



# Case Study

## Jury's Inn

“To be honest, it was fantastic. There was a real feel good factor to it. We have over 100 full-time catering students and they were every bit as good. They really gelled as a team and showed us the soft skills and confidence that Skills for Jobs is about”

Duncan Murray,  
West Herts College

**Project:** Skills for Jobs

**Business Sector:** Hospitality

**Location:** Watford, Herts

Despite starting the course on one of the snowiest Monday mornings in recent memory, 9 Skills for Jobs learners successfully completed an intensive, two and a half week, pre-employment training course at West Herts College, resulting in 5 of the applicants starting jobs at the new Jury's Inn in Watford.

West Herts College were initially approached by TCHC's Gary Calvy, about a potential programme involving 12 candidates from Job Centre Plus, to fill five vacancies at a new Jury's Inn site. 13 prospective candidates were selected from a total of 34 applicants whilst Jury's Inn worked with West Herts College to design a course to meet their requirements comprising of a number of short, accredited qualifications.

Director of Curriculum Skills at West Herts College, Duncan Murray, was delighted with how smoothly everything came together, citing TCHC adviser Gary Calvy's involvement as key:

“As a broker Gary worked really well, especially from a college point of view, communication can sometimes be a bit tortuous! He was there to facilitate everything, we were able to get hold of him on the phone very quickly and he was really helpful right the way through.”

The course covered essential, customer focused training topics such as customer service, health and safety and food hygiene. These were combined with a number of soft skills such as CV writing, personal presentation aimed at building confidence in preparation for the job interviews on completion.

Michelle Hickey, General Manager at the new Jury's Inn site said: “Through the pre-employment programme we have been able to offer a much wider training opportunity than ever before which has to us recruiting five eager new members for our new hotel.”

Duncan Murray comments: “Without being soppy, there was a real feel good factor to it. The only thing that was regretful was that there were only a small number of vacancies to fill because they'd become very close over such a short space of time.”

A particular highlight of the course was a two-day activity where the group planned and prepared a meal in the on-campus restaurant for representatives of all the organisations involved. Duncan tells us how successful the evening was:

“It was fantastic. We have over 100 full-time catering students and they were every bit as good. They really gelled as a team and showed the soft skills and confidence that Skills for Jobs is all about.”

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TCHC • Building 1 • Marlins Meadow • Croxley Green Business Park Watford • Hertfordshire  
WD18 8YA • Tel: 01923 698430 • Fax: 01923 211687 • [info@tchc.net](mailto:info@tchc.net) • [www.tchc.net](http://www.tchc.net)