

LAKE DISTRICT COUNTRY HOTELS

TRAINING ACADEMY



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WELCOME TO THE TRAINING ACADEMY

The Lake District Country Hotels Training Academy is dedicated to cultivating talent and nurturing careers within our unique collection of three four-star country house hotels.

Nestled in the heart of the Lake District, our hotels are surrounded by acres of landscaped gardens and secluded woodlands, offering breathtaking views of Lake Windermere and the Lakeland Fells.

Our mission is to provide the ultimate in relaxation and indulgence, coupled with the finest Lake District scenery.

OUR COMMITMENT TO EXCELLENCE AND CAREER DEVELOPMENT

As part of Cragwood International Limited, each of our country hotels offers a unique experience that caters to leisure, international, corporate, group, and wedding guests.

We pride ourselves on fostering a culture and environment where our staff are happy, proud, and motivated to excel.

Our commitment to developing careers is unwavering; we focus on retaining talent, nurturing individual growth, and ensuring a family-like atmosphere.



DIVERSE CAREER PATHS AND OPPORTUNITIES

We offer an array of career paths within Lake District Country Hotels, showcasing our dedication to developing our people.

Recognising that our staff are the cornerstone of our success, we provide numerous opportunities for professional growth and advancement.

The Lake District is also home to the second-largest number of Michelin-starred restaurants outside of London, highlighting the region's prominence in the culinary world.

ENGAGEMENT WITH LOCAL EDUCATION AND COMMUNITY

Understanding the importance of our role within the hospitality industry, we actively engage with local schools, colleges, and universities.

Our senior staff regularly give talks and demonstrations, sharing their skills and experiences to inspire students and change the perception of careers in hospitality.

We aim to dispel myths about the industry and help parents and young people see the vast opportunities available.

Our partnerships with various organisations and our internal trainee management programme further support this mission.

INVESTING IN OUR PEOPLE

We continue to invest in our staff, offering several affordable living accommodations for those who wish to live and work in the beautiful Lake District.

We understand the importance of supporting our employees' goals and provide comfortable quarters to make their stay enjoyable.

RECOGNISING AND REWARDING EXCELLENCE

We take pride in our internal staff incentives, which include birthday afternoon teas, long service rewards, and a refer-a-friend monetary initiative.

Additionally, we offer tickets to local attractions, discounted local gym memberships, and company social events to regularly show our appreciation for our team's hard work and dedication.

Join us at the Lake District Country Hotels Training Academy, where we are committed to your professional growth and success in the hospitality industry.



JOE COBB
Hotel Group Executive Manager

"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 shown 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 arose 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 teamwork 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".



IMPACT
David Williams, Founder & CEO

Impact, our sister company and the very foundation of our existence today.

With its global headquarters nestled in Ambleside at the beautifully restored Kelsick Grammar School, Impact is dedicated to liberating human potential through experiential learning. Our collaboration runs year-round, with Impact utilising our hotels as part of their immersive training programmes, creating a strong and seamless connection between our companies whom without them, Lake District Country Hotels wouldn't be what it is today.

Together, we're committed to nurturing growth and excellence in our teams of people as one. This has been instrumental in shaping our Academy, where we combine classroom learning with hands-on, experiential initiatives to offer a diverse and dynamic learning experience through our unwavering connection to our heritage and is focused around your potential.

CHEF ACADEMY

Working at one of our four-star country house hotels, in the heart of the Lake District National Park and boasting award-winning, AA rosette restaurants.

Start your career with us and work alongside some of the best chefs in the region, who will fully support you in your first professional role while on our exclusive training and development programme.

A blend of detailed technical training, specifically designed sessions from our own experts and external partners and a selection of modules from our internal Trainee Management Programme, offers a varied and structured route to your career.



CHEF TRAINING ACADEMY HIGHLIGHTS:

- An opportunity to live and work in the Lake District National Park
- A career in an organisation that values people
- The opportunity to learn, grow and develop
- Career progression opportunities
- Close access to the Head Chef and the Management Team
- Chef uniform provided
- Your own Learning Logbook
- Opportunity to meet our suppliers
- 6-8 week reviews with the Head Chef
- Section change every 12 weeks
- Full time position, working straight shifts over 37.5 hours per week
- Company benefits and remuneration package

FARM TO FORK

For quite a few years now, Lake District Country House Hotels owner and part-time farmer, David Williams, has been passionately involved in sustainable agriculture through our Farm to Fork initiative. On the lush grounds of our hotels, David rears Highland cattle and rare breed sheep, ensuring that the highest standards of animal welfare and environmental stewardship are upheld.

This initiative is not just about providing our guests with the freshest, locally sourced meat; it's a commitment to preserving traditional farming practices and promoting biodiversity.

Our Highland cattle and rare breed sheep are raised in a free-range environment, allowing them to graze naturally on the rich pastures of the Lake District. This results in superior quality meat with unique flavours that reflect the natural diet and pristine environment in which the animals are reared. The Farm to Fork initiative also supports our dedication to sustainability by reducing food miles and minimising our carbon footprint.

Incorporating this farm-to-table philosophy into our culinary practices, our chefs are able to craft exquisite dishes that showcase the best of local produce. The close relationship between our farm and kitchens ensures that the meat is as fresh as possible, providing a truly exceptional dining experience for our guests. Furthermore, our chefs often collaborate with David to understand the nuances of the livestock and how to best utilise different cuts of meat, bringing a farm-fresh authenticity to every plate.



GARDEN TO GOURMET

Utilising the abundant resources right at our hotel's doorstep is an essential aspect of our culinary philosophy.

As part of our Chef Training Academy, you'll delve into the art of foraging on our expansive grounds, discovering wild ingredients that can elevate your culinary creations.

You'll also gain hands-on experience working with our superb vegetable and herb gardens, learning to incorporate the freshest, home-grown produce into your dishes.

MEET THE HEAD CHEFS

Get to know the culinary masterminds behind our award-winning kitchens.

Our head chefs bring a wealth of experience, creativity, and passion to every dish, ensuring an unforgettable dining experience.

Discover their unique culinary journeys, their inspirations, and how they are dedicated to nurturing the next generation of talented chefs.



JAMIE HOPKINS

Briery Wood Country House Hotel

Head Chef Jamie Hopkins brings a profound passion and love for modern British cuisine to our esteemed Lake District Country Hotels group, where he has been a culinary cornerstone for the past eight years. Jamie's innovative approach has led to exciting menu changes, infusing our dining experience with fresh, creative flair. Whether you're indulging in a leisurely meal or celebrating a special occasion, Jamie's creations promise to elevate your dining experience to new heights.



CALVIN HARRISON

Cragwood Country House Hotel

Inspired by his Grand-Uncle to become a chef, Jamaican born Calvin's early career was spent in his hometown before travelling and working in the USA. In 2003, he moved to the UK and joined the Briery Wood team. In 2007 he transferred to Cragwood and was promoted to Sous before progressing to Head Chef where he creates dishes that are inspired by French cookery with a British twist. Calvin's enthusiastic approach inspires his team to grow and develop within a nurturing environment.



AMBRUS KIPKE

Merewood Country House Hotel

Having previously trained as a teacher in Hungary, Ambrus's journey as part of the Lake District Country Hotels Chef Brigade began in 2016 where he started as Commis Chef, steadily working his way to Chef de Partie. Due to his unique style and flair for creating new dishes Ambrus then made Junior Sous, quickly followed by Sous and then, in 2022, became Head Chef at Merewood where he uses his skills to develop his team and produce inspiring food for both of the hotel's distinct restaurants.



DEXTON GOODEN

Force Walkers Café and Terrace

Dexton's story began in Jamaica, where his huge love for food sent him from Trainee to Sous Chef in no time at all. Joining us at Merewood in 2013 as Senior Chef de Partie, Dexton was offered the position of Sous Chef at Cragwood almost immediately, where the culinary chemistry between himself and Calvin Harrison, Head Chef, led to a new and exciting style of fine dining. When our latest venture, Force Cafe, opened in Ambleside in June 2023, Dexton was perfectly placed as Head Chef to lead the way to success with everything Force has to offer. As he says himself, when it comes to food, he only ever wants the best.



FORCE

Nestled next door to Impact's global headquarters, Force Walkers Café & Terrace offers breathtaking views of Ambleside and the Lake District mountains. With a focus on exceptional service and mouthwatering brunch and lunch dishes, Force is quickly becoming a local favourite and a must-visit spot for tourists alike.

TASKS AND RESPONSIBILITIES

- Assist senior chefs in preparing meals in either part or in full, including staff meals
- Responsible for executing allocated dishes on time to the required standard
- Work as part of the kitchen team under the direction of the Head Chef, Sous Chef and Chef de Parties to support the demands of the kitchen
- Work in a clean and tidy manner
- Undertake training as required
- Always maintain a positive and pro-active attitude
- Actively seek to improve skills and achieve personal development
- Comply with all health and safety regulations
- Perform other duties as assigned by management
- Comply with the provisions of your contract and our Company Policies and set an example for more junior members of staff
- Seek to always ensure that all visitors or guests on our sites have the best experience possible

TECHNICAL TRAINING

The programme is outlined opposite and is accompanied by your Learning Logbook which details all the elements of each section in much more detail.

This will also track the course of your progress, as you cover all the aspects of the programme.

Your tutor, once happy that you are showing an understanding of each stage, as well as being able to prove your practical skills, will sign off on that section, so you can see a clear path to your own success.



01

Introduction

- Becoming a Chef
- Career path options
- Kitchen staff/brigade system
- Changing world, changing challenges
 - Changes in agriculture, importance of sustainability, globalisation of flavours, changing expectations

02

Menus and Recipes

- Importance of menus
- Menu building
 - From both a business and gastronomic aspect (2 further modules lead by Hotel Group Head Chefs)
- Importance of recipes
- Use of recipes
- Recipe calculation and adjustment and creation

03

Basics of Nutrition and Food Science

- Importance of nutrition and food science
- Four basic food molecules
- Most basic cooking principles
- Most common diets

04

Food and Kitchen Safety

- Food borne illnesses, most common food pathogens, allergies
- Personal hygiene, protective clothing and working in a clean and organised manner
- Handling food safely
 - Deliveries, stock rotation, storing, preparing, serving, food storage, cross contamination, defrosting, rules of reheating and hot holding
- Basics of cleaning schedules
 - Waste disposal, recycling, pest control
- Food safety management systems HACCP, COSHH



05

Equipment Identifications

Covering an extensive number of items, including their types, uses and maintenance such as

- Small equipment
 - Knives, hand tools, measures etc
 - Pots and pans and importance of correct selection
- Large equipment
 - Blenders, mixers, food processors, Thermomixers
 - Rational ovens, Pacojet, bain maries, sous vide



06

Ingredient Identification

Covering all the main food groups and their characteristics, a taster of which is below, along with 2 sessions from our experts!

- Meat, fish and shellfish, fruit, veg and herbs, dairy, eggs and dry ingredients
- Nurturing animals (session lead - Company Owner)
- Growing vegetables and foraging (session lead – Head Gardener)



07

Cooking Basics

Exploring Mise en Place, basic techniques, ingredients and recipes for some of the fundamental elements of cookery, some of which are listed below:

- 1 Stocks, soups, sauces, purees
- 2 Meat and Offal
- 3 Fish and Shellfish
- 4 Vegetables
- 5 Eggs
- 6 Pasta, dumplings



08

Baking and Pastry

Exploring Mis en Place, ingredients, basic techniques and the fundamentals of baking, some of which are below:

- 1 Yeasted bread and rolls, sourdough bread
- 3 Biscuits, cakes, cookies
- 4 Baking building blocks
- 5 Pies, tarts, fruit desserts
- 6 Filled and assembled cakes and tortes
- 7 Individual pastries
- 8 Savoury baking
- 9 Plated desserts, frozen desserts, dairy, non-dairy etc
 - Our classic recipes
- 11 Petit fours, chocolate and confections, tempering, sugar work



09

Breakfast and Garde Manger

Learning classic breakfast dishes, buffet presentation, cold salads, sandwiches etc



10

Fermentation, preserving techniques, charcuterie, smoking (no smoking)

- 1 Basic concepts of fermentation
- 2 Most important bacterias and cultures
- 3 Health and safety
- 4 Mise en Place
 - Tools, equipment, eg. fermentation chamber
- 5 Fermentation of various food group, vegetables, milk, beverages etc
 - Modern fermentation techniques and directions



11

Afternoon Tea Design and Development

An opportunity to consolidate some of your learnings and express your flair and creative talents!



12 CLASSROOM TRAINING

Trainee Management Programme Modules

- 1 Menu Building
 - Module leads – our Head Chefs
- 2 Health and Safety Within a Hotel
 - Module lead – Hotel Manager
- 3 Financial Mechanics of a Kitchen
 - Module lead – Head Chef
- 4 Revenue Management
 - Module lead – Hotel Group Executive Manager
- 5 Marketing Hotels
 - Module leads – Marketing Manager, Media Manager

CASE STUDIES

At Lake District Country Hotels, we believe in nurturing talent and fostering a passion for culinary excellence.

Our Chef Academy is designed to inspire and develop the next generation of culinary stars. Through hands-on training, mentorship from seasoned chefs, and exposure to a variety of cuisines, our Academy offers an unparalleled learning experience.

Discover how our unique approach and dedication to excellence have shaped the careers of our talented chefs, as highlighted in the following case studies.



CAMERON COTTON

Junior Chef de Partie, Merewood Country House

I was just finishing my level 3 diploma in patisserie at Barnsley College when my tutor approached me to ask if I wanted to take my skills further. He had received an email from Lake District Country Hotels who were looking to recruit talented chefs for their Merewood Brigade. I said yes and this led to me to make my first ever move away from home, to begin my career with the company as Commis Chef.

This was almost 3 years ago now and I am currently Junior Chef de Partie. I keep improving, learning something new every day and love having the opportunity to meet new people.

All of this is why I stay. I'm looking forward to working with more brilliant chefs and learn from what they have to offer our team.



DAWID ROSTEK

Junior Sous Chef, Merewood Country House

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 so helpful, and they soon helped me speak English.

There are so 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 so many friends here and am really 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.



CALLUM THOMAS

Junior Sous Chef, Briery Wood Country House

I left Scotland to gain more experience and knowledge and in November 2022. I joined Briery Wood Country House to work within a high-end company. When I first came on board, I was looking to get more experience running a kitchen, something I had struggled with in Scotland. I started as a Chef de Partie and soon worked my way to Junior Sous Chef. Jamie, Head Chef, has helped me get to the position where I wanted to be. He's opened my eyes up and show me that running a kitchen well, isn't just about making well-presented dishes, you need to think about costing, best use of seasonal produce and so forth. Working at Briery is special, it doesn't actually feel like you're working when you're on shift. The team is more like a family which is rare to come across these days, in the hospitality industry. I wish to take my career to the next stage in the near future and be able to run a kitchen myself. That's my goal.



ANGENNET WARREN-ZIELINSKA

(AKA PEACHES)

Pastry Chef, Cragwood Country House

I joined the team in 2009 as Commis Chef at Cragwood when a good friend and member of the Merewood Brigade recommended me for a role. Following level 3 training which I completed during my employment here, I reached Chef de Partie and then finally Pastry Chef, where I make all of my creations in a purpose-built pastry kitchen named Peaches Paradise!

This is a really good, friendly place where you are able to have close access to the management team. I have learned so much because this company is like a school. You can move from Kitchen Porter to Chef, Front of House Assistant to Manager. There are so many opportunities if you want to develop and are prepared to work hard.

I am so glad I came to work for this company. I even found myself a husband!

TRAINEE MANAGEMENT PROGRAMME

Embark on a rewarding journey with our award-winning group of four-star hotels through our comprehensive Trainee Management Programme.

Designed for ambitious and highly motivated candidates who are passionate about a career within the hospitality industry, this programme offers an in-depth exploration of key aspects of our business through a series of classroom-based modules and practical experiences.



HOLISTIC OPERATIONAL EXPERIENCE

Our Trainee Management Programme will enhance your knowledge and provide you with well-rounded operational experience.

You will gain hands-on experience in various departments including front-of-house, the wedding and events team, bar, housekeeping, restaurant, reception, and kitchen, as well as in the grounds and gardens and the maintenance team, as well as spending a short period in our sister hotels.

Additionally, you will delve into other critical areas of hotel operations such as revenue management and marketing, ensuring a comprehensive understanding of the hospitality industry, while working towards some key objectives designed for you to consolidate your learnings.

LEARNING IN THE HEART OF THE LAKE DISTRICT

Situated in the breathtaking Lake District, our programme offers unique perks that go beyond the classroom.

Take advantage of the stunning natural surroundings by participating in outdoor activities as part of your learning experience.

Whether hiking through scenic trails or engaging in water-based activities, you'll enjoy a dynamic and inspiring educational environment that combines professional development with the beauty of nature.



The modules include the following and will either compliment and support the practical elements of the programme or provide the knowledge where a practical approach is not available:

- Customer service
- Delivering corporate business
- Managing a team of staff
- Property Management System in depth training
- Marketing hotels
- Financial mechanics of a kitchen
- Menu building
- Running a maintenance department
- Health & safety within a hotel
- Revenue management
- Revenue creation: Rates and selling
- Selling, planning and delivering a wedding
- Running a housekeeping department
- Maintaining an award-winning grounds team
- Wine training
- Bar training, ordering, cellar management, stocktaking
- Giving and receiving feedback
- Importance of an HR department

CELEBRATING YOUR ACHIEVEMENTS

Upon completion of the programme, we celebrate your accomplishments with an annual certification ceremony, recognising your hard work and dedication.

Additionally, you will have the opportunity to enjoy a European trip to a renowned vineyard or brewery, where you can immerse yourself in a five-star experience.

This exclusive reward not only celebrates your success but also provides a chance to expand your hospitality knowledge in a luxurious and enriching setting.

See our Case Studies opposite.



Image taken in the Champagne region of France, September 2022



JONO HINLEY

Duty Manager, Briery Wood Country House

I started at Briery Wood Country House Hotel in the Spring of 2022, as a housekeeping assistant. I really enjoyed my time in the department but soon realised that I wanted a position where I was able to interact with guests on a more regular basis. When I approached the management team at the hotel, they were very supportive and I made my move to front of house soon after that, progressing to Supervisor and now Duty Manager.

Working here has enabled me to live in my favourite part of the country and I have learnt over time, that having such a good work/life balance enables me to spend more time in nature which has been fantastic for my health.

I'm looking forward to working with more great, passionate people and want to continue to grow within the company.



KASIA URBANIAK

Assistant Manager, Briery Wood Country House

I have been part of Briery Wood since 2020. I was looking for a new adventure and my friend Adam, who works as a pastry chef here, suggested sending my CV over.

I was front of house at first, then applied for Assistant Wedding Coordinator and got the job, finally being promoted to Assistant Hotel Manager in May 2024.

The most important thing I have learned is that every member of staff matter and we can only succeed if we work as a team and I love our team!

I am grateful that I can work with and learn from people with so much experience. The person I have always gone to for advice and support is our Manager, Dan who has helped me develop in lots of areas.

I'm looking for new challenges in the years to come and can't wait to discover new things about people, services, suppliers, weddings etc.

If you work in hospitality, no day is the same and I promise, you will never get bored of it.



BRIAN DARE

Duty Manager, Cragwood Country House

I started working at Cragwood when I moved to England in the June of 2022, as part of the front of house team, and in the hope of a new start.

With plenty of drive behind me and the flowing hospitality knowledge provided by Lake District Country Hotels, my goals of growth have become a reality.

I worked my way up to the role of Supervisor within a year and it didn't stop there. With my constant thirst for more responsibilities, I've managed to move up once more into the position of Duty Manager.

I'm extremely proud both of my progress and the hotel including its award-winning gardens. It just makes it such an easy decision on where I want to be in life.

DEGREE APPRENTICESHIPS STUDY AND WORK

A TAILORED EDUCATIONAL EXPERIENCE

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

This alternative university route, designed in collaboration with the industry, offers a practical and valuable way to advance your career in hospitality.

We have successfully seen our staff gain their degrees through the University of Cumbria and we always look forward to identifying new talent for the start of the academic year.

Degree apprenticeships are a great way to nurture talent that meets the needs of both employees and employers.

By integrating academic learning with practical work experience, you gain a comprehensive understanding of the industry while applying your knowledge in real-world settings.

Tuition fees for degree apprenticeships are covered by your employer and/or government funding, making this an accessible and financially viable option for many.

OUR COMMITMENT TO DEVELOPING TALENT

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

We believe in investing in our people and providing opportunities for growth and development.

Through our degree apprenticeship programme, you will gain invaluable skills and experience, preparing you for a successful career in hospitality management.

CASE STUDIES

Degree Apprenticeships can open doors to a rewarding future. These stories showcase the dedication, hard work, and achievements of individuals who have grown their careers with us, gaining valuable skills and knowledge in the hospitality industry.



JUDE FARRON

Front of House, Cragwood Country House

I found my job at Lake District Country Hotels through sending my application to Cumbria Tourism and they passed me on to the HR Manager here.

I've found the company to be extremely helpful in providing training, either through courses or on the job, such as reception work, in bar & cellar and other areas of the day-to-day business.

The main benefit of my degree through the company has been the transferable skill set that has continuously grown due to the management doing a lot of work towards expanding my knowledge in not just my department, but others as well. For example, I have already worked with one other department and have the option to work with multiple others during my time on this course.



NIC KARAKASIS

Assistant Manager, Merewood Country House

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!

UNIVERSITY STUDENT PLACEMENTS

All-round experience: Dive into the heart of our operations with our student placement opportunities!

Gain hands-on training across various departments and truly understand the day-to-day workings of a hotel. You'll predominantly work in front of house, collaborate with the wedding and events team, and spend time behind our charming bars and in our beautiful restaurants. Plus, you'll get experience in housekeeping, reception, kitchen, and even with our maintenance and grounds team.

Expect a mix of shifts – you might start your day at 7am, preparing for a busy day ahead, or finish at midnight or 2am, working behind the bar at a wedding, ensuring the couple and their guests have an unforgettable celebration!

THE PROGRAMME

Join our Front of House Team assisting in the day-to-day-activities of three busy country house hotels.

You will be assigned to one of our hotels but will also spend a short period in one of our sister venues including Force, our fantastic café and terrace, situated close to Stock Ghyll Force Waterfalls in Ambleside.

Complete a selection of modules from our Trainee Management Programme (see pages 20-23)

These will be delivered by our management team and heads of department.

Gain hands-on experience in various other departments: Gardening, maintenance, housekeeping, kitchen.

Achieve Key Operational Objectives:

Support will be provided for you to consolidate your learnings by -

- Selling, planning and delivering a wedding
- Leading a team/shift

Attend senior meetings: Gain further insight into how key decisions are made and how we achieve growth in our business through our various strategies



EFAZ UDDIN

University Placement, Front of House

When I was watching the promotional video of the Lake District Country Hotels placement, I decided to join them and enjoy my undergraduate placement year in this beautiful part of England. Not only for the opportunity to learn from the Trainee Management Programme but to also spend time doing different activities such as hiking, kayaking and so on.

My journey started in July 2023 at Briery Wood Country House Hotel. The team is very welcoming and it's more like a small family where everyone is taking care of each other. The Trainee Management Programme allows me to apply academic knowledge in real-world settings, improve my soft and hard skills, and gain clarity about my career goals. Through this experience, I have learned practical industry skills, built confidence, and I better understand the professional environment, making me more prepared for my future career.

WORK EXPERIENCE

Through our key partnerships with local schools like Lakes School, our training academy programme provides a wide range of work experience opportunities across our three hotels. Whether it's for a full day or an entire school week, our work experience is designed to offer a comprehensive view of the tourism industry.

We believe that parental support and an open-minded attitude towards career opportunities are crucial. By working together, we aim to be a guiding force in breaking down barriers and showcasing the potential within the tourism sector.

With hands-on experience, students can explore various career paths, gaining valuable insights and skills that will shape their future.

COLLEGE PLACEMENTS

Dedicated to providing college students with unparalleled placement opportunities across our hotels, our holistic approach ensures that every participant gains comprehensive experience in a variety of roles.

Whether you're passionate about the culinary arts, eager to perfect your skills front of house, have a green thumb for gardening, or aspire to shine in event management, we have varied placement opportunities to support your college studies.

At our Academy, you'll not only learn the ropes of the hospitality industry but also cultivate essential life skills, making your journey with us enriching and rewarding.



ELIZABETH ROSE KAYE

College Placement, Weddings

As part of my college course, it was required for me to complete 315 hours of work placement. I chose to complete this at Lake District Country Hotels as the previous year they attended a talk at my school highlighting opportunities within the hospitality industry and at their group of hotels, which further led me to write my business coursework on the history of the hotels, and eager for me to learn more about how they operate.

During my first placement I was given a chance to go to all three and work in each of the departments which I really enjoyed because I was able to try everything out and see what I liked. After that, I decided to do the rest of my placement in the wedding department at Merewood. I've loved learning all the different things that the team there do and being able to be part of so many people's special days.

I'm still trying to figure out what I'd like to do with my career but working in the wedding business is definitely something high on the list because of my work placements here.

MORE STORIES FROM OUR PEOPLE

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.



DAN LACEY

Hotel Manager, Briery Wood Country House

I first started working for the company in 2000 as a General Assistant and had never worked in hospitality before. It is a great place to learn and there are plenty of opportunities for development. Since starting as a General Assistant, I have since been Duty, Assistant and now General Manager.

I have made some great friends here and the company has been very good to me, including supporting me during Covid-19 when not a single person from our hotels was made redundant. This is very reassuring and has allowed me to relocate from the South coast and build a wonderful life in the beautiful setting of the Lake District.



STACEY ROTHERA

Hotel Manager, Cragwood Country House

I joined Cragwood in May 2014 as Wedding Coordinator. I always knew that a customer facing role was best suited to me and 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 the business that you wouldn't necessarily be able to access in larger chains.

I have seen myself progress from Wedding Coordinator to Assistant Manager and now to Hotel Manager. I feel extremely proud of my career progression - there is always something new to learn and I look forward to the variation and rewards that each day brings.



REBECCA KAYE

Gardener, Lake District Country Hotels

I began working as a Front of House Assistant at Cragwood in 2018 and really enjoyed it but had always wanted to work outside, so asked if I could join the Gardening team instead. Our Head Gardener said if I was willing to learn, I had a place on the team!

It's a really rewarding job but I especially love, once we've prepared for the warmer months, seeing our hard work start to show in the spring.

One of the best things about working here is the people and the opportunity I have been given to follow my passion.

I also enrolled on and completed a horticulture course too and when I told our Head Gardener that I'd really like the chance to learn flower arranging, we had the idea of expanding the herb garden to grow cut flowers for the hotel, so it won't be long before I'm able to follow my next dream!



IAN MARSH

Head of Maintenance, Lake District Country Hotels

I joined the company in 1986 when I was told Lake District Country Hotels needed a maintenance person. I was only next door at the time, but remember climbing over the fence, walking up the drive and the job was mine. I have been here 38 years now.

The company is wonderful, we have a good bunch of people and there is something different to do every day. People ask me what I do and I say "everything!" and that's true, as I can be fixing something one minute and tending to our animals the next. I just always do my best to help people out. I have been here a long time but I'm not looking to retire yet. I would love to make it 40 years.



RACHEL HUNTER

Housekeeper & Front of House, Merewood Country House

In December 2022, I joined the housekeeping team at Merewood because my brother had been working for the company for over 2 years as part of the maintenance team and highly recommended it.

Everyone is friendly and works so well each other. I like the fact that there are lots of opportunities. I am now able to work some hours in front of house too and I really enjoy it. It's a great place to be part of and I hope to continue working in such a positive environment.



ALICE HAYTON

Front of House, Cragwood Country House

I started working at Cragwood at 15 years old. I came across the role through the careers' leader at school, and immediately applied!

There are so many aspects of working here that I enjoy, such as the different experience each day brings. I mainly work on Saturdays, typically helping with wedding days - I enjoy being a part of someone's special day from breakfast in the morning, all the way through to the wedding meal! I have also learned how to effectively communicate and work well within a team, enabling guests to be provided with optimal service. The company has been very supportive and flexible, accommodating my academic study and creating a positive working environment.

I have definitely grown and developed within my role and enjoy carrying out my responsibilities, ensuring guests have the best experience.



JOE ECCLESTON

Front of House, Merewood Country House

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. I'm nearly 18 now and still really enjoy being here. It's a great place to be!



ALFIE SCOTT

Front of House, Briery Wood Country House

When I started to work at Briery Wood Hotel it was excellent. I loved how the other staff were so nice to newcomers like me, and it made me feel like I was in a place where I could be myself.

I will be able to learn so much more from the staff as time goes on.



DAVID SJORUP

Media Manager, Lake District Country Hotels

Whilst I had earned a degree in Media Production and Technology, coming across a relevant job in the area I lived was difficult.

I was fortunate enough to be offered a job as the groups Media Manager, a role which involved my expertise in videography and photography. It was a fulltime position which meant I didn't have to continuously look for freelance work. I got to stay where I lived which meant I could hone my craft in one of the most beautiful locations in the country without having to move to a major city.



AMY JENKIN

Marketing Manager, Lake District Country Hotels

Since 2012, I have built a career in the marketing and travel industry, honing my skills in various aspects of marketing. In 2021, I joined Lake District Country Hotels after working for a large global corporation. The appeal of working for a smaller group of hotels in the Lake District, a place where I spend most weekends hiking, drew me in.

Here, I've had the refreshing opportunity to have full control over the direction of our marketing efforts. The broad scope of work involved is incredibly rewarding, allowing me to see the direct impact of my strategies on our guests' experiences and our hotels' growth success.



HELEN ANSELL

Group HR Manager, Lake District Country Hotels

I joined the company in 2006 as Wedding Coordinator at Merewood. I had come from the retail industry and while I had some experience in events, had never really worked in hospitality before.

I absolutely loved my time as Wedding Coordinator. It is such an incredibly rewarding job and a real privilege to be part of so many special days but when after 15 years, the chance arose for me to take on a new direction in the company, I just couldn't resist it!

This role is equally as rewarding because it so varied and provides the opportunity to work directly with all of our fantastic teams.

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.



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
- Marital status
- Pregnancy and maternity
- Race (including colour, nationality, and ethnic or national origin), religion or belief
- Gender
- Sexual orientation
- Gender reassignment

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.

A NEW CAREER, A NEW ADVENTURE,
A NEW LIFE FOR YOU, HERE IN
THE LAKE DISTRICT





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