

Case study

Hospitality and Trading Services, Manchester City Council



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Arc People Development has been working with the Hospitality and Trading Services (HATS) division of Manchester City Council since 1997. HATS is a service division that employs approximately 1500 people based over 300 sites across the city of Manchester. It has responsibility for delivering facilities management, catering services and the management of market sites and events throughout Manchester.

During this time Arc People Development has been involved in several training and development projects which includes:

- Consultancy and supporting workshop delivery leading to the successful achievement of the Investors in People Award
- Consultancy, focus group facilitation, document design and production of clear guidelines for the introduction of an appraisal system at all levels within HATS
- Workshop design and delivery for managers, including those at Divisional Officer level
- Design and delivery of training and presentation skills, coaching and mentoring and customer service workshops for first line managers and team leaders
- Consultancy and support for the operation of the NVQ approved centre status working with the organisation to ensure consistency and quality.

"I do not hesitate to recommend the enthusiasm and commitment of Arc People Development. It always ensured that training, development and support is given to a consistently high standard, always working professionally and efficiently."

Juliette MacKenzie, Training and Development Manager, Hospitality and Trading Services

If you would like to know more about Arc People Development or arrange a meeting, please contact us directly:

Arc People Development Limited
61 Cecil Road
Hale
Cheshire
WA15 9NT

Telephone 0161 941 4100
enquiries@arctraining.co.uk
www.arctraining.co.uk