

CASE STUDY

# Human Resources: Recruitment, Training & Development

## THE CHALLENGE

Develop and nurture a pipeline of talent.

## THE SOLUTION

By nurturing partnerships with the major tertiary training providers such as Ara Institute of Canterbury, Pacific International Hotel Management School (PIHMS), Le Cordon Bleu, and the New Zealand School of Tourism; The George hosts site inspections and educational sessions to give students real-life insight into the tourism and hospitality industry for students.

The George also offers paid internships through PIHMS and Le Cordon Bleu, and paid apprenticeships in partnership with the Ministry of Business, Innovation and Employment Apprentice Boost program to encourage additional study for existing team members.

The internships offer a win-win outcome: The intern gains the practical experience they need to fulfill their course while the hotel gains a productive and enthusiastic staff member, trained in their systems and service standards. These paid internships often result in successful long-term placements. For example, The George staff member Adrian began pursuing his degree through PIHMS, then returned to complete his internship with The George. After completing his degree with PIHMS, he then returned to The George as a Duty Manager before being promoted to Functions Operations Manager.

The George also has successful placements from the MBIE Fast Track program - a six week course designed to help unemployed people access training and subsequent employment.

## BENEFITS

### Benefits One

Well trained staff with minimal expenditure

### Benefits Two

Connections to potential employees

### Benefits Three

Stronger industry relationships with training providers

### Benefits Four

Opportunity to foster the careers of emerging hospitality professionals



"Having strong relationships with the tertiary providers is incredibly valuable to us at The George.

These partnerships provide a vital pipeline of talent and provide successful outcomes for the training provider, the student and The George."

**John Etheridge**  
Hotel Manager  
The George