



McFARLANE:TELFER

COMMERCIAL KITCHENS . DESIGN . SUPPLY . MAINTENANCE

People Report

NATIONAL TRAINING AWARDS 2008 CRITERIA FEEDBACK REPORT



McFarlane Telfer Ltd
Entry : 80441

"The Judges would like to commend you for an impressive and innovative programme which is pioneering within this industry."

"Judges particularly liked the personal approach and focus on developing emotional intelligence amongst this group of learners"

"It was quite clear to the Judges that the programme has had real impact, both in terms of technical skill development and the "softer" organisational and personal impact elements. It is also clear that the MD is fully committed to acquiring a team of highly qualified and experienced engineers that can be trusted to work in high cost, high risk situations reliably and effectively. The suite of training modules is designed specifically to achieve these outcomes."

"Bearing in mind the "cowboy" image many company in this type of business have acquired with consumers, the Judges found it reassuring to find one which considers ethical, high performance as its key objective, they were impressed by the enthusiasm and commitment exhibited by the MD and HR consultant responsible for introducing the programme and the pride evident amongst the staff."

Commercial kitchen company has training recipe for success



A Berkshire business owner who set about up-skilling his workforce, has won a place in the finals of the National Training Awards 2008.

Chris Craggs, Managing Director of McFarlane Telfer Ltd, St Peters Road, Maidenhead, employs 19 people in designing, supplying and maintaining commercial kitchens for blue chip clients from top hotels to the staff restaurants of multi-nationals and even the Royal Household.

Chris explains why he looked around for suitable training: "The catering industry...has traditionally had low expectations of performance and cost; there is no formal career path or further education system providing skilled manpower; there are fewer and fewer UK manufacturers of catering equipment; many people arrive in the niche from related trades or, as the owner, from a career in hotel and catering management."

"Looking forward, the ever-more-stringent regulatory framework, the need to re-assure customers as to competence, and the ability to recruit and retain staff in a service industry, are all threats which the company needs to take active steps to overcome."

Too small to justify a full-time, in-house trainer, the company has been fortunate to find a local, experienced, flexible provider - Dovetail Training - to help assess needs, develop the courses and deliver key elements of the programme.

In a trade notorious for a 'cowboy' image, Chris wanted to attract and retain the best people by offering exceptional development opportunities.

"We have evolved bespoke solutions for each of the needs by negotiation with local providers" he says. "Sessions are delivered in non-onerous chunks, from three hours to one day."

He continued: "the company has progressed strongly over the past 16 months in developing the knowledge, skills and confidence of its people."

The evidence includes increased awareness of health and safety issues, individuals better able to handle stressful situations and staff now much more confident and eager to take on ancillary tasks.

"From the results over the past year, we have continued to grow and develop the training - recently adding environmental awareness as part of our plans for ISO14001 accreditation," said Chris, "the feedback, enthusiasm and enhanced skills have been ample evidence that this is time and money well-spent."

Paul Temple, Investors in People Advisor, Quality South East, said "McFarlane Telfer prides itself in the high retention of blue-chip customers ... and the impact of the in-depth training given to staff enables the company to provide what is believed is the best service in the industry."

Ends Entry Name, McFarlane Telfer Ltd Entry No : 80441 Region : South-East

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