

# Your guide to the De Vere Graduate Management Programme

By Graduate Managers for Graduate Managers

# We Are De Vere

De Vere is a collection of country estate hotels and modern exec centres where traditional values meet the latest luxuries. Making the most of the UK's beautiful natural landscapes, each property has a proud British heritage, and our mansion houses are the centrepieces.

We're investing for the future: we've spent almost £100m in carefully restoring and refurbishing our collection of hotels and venues, meaning our portfolio has undergone an astonishing transformation.

But most of all we're passionate about creating inspiring experiences by putting our heart and soul into everything we do. We're intuitive, thoughtful and want to make meaningful connections with our colleagues and guests.

We always take the initiative and continuously strive to improve the experiences we provide. Ultimately, this means we don't just aim to match our guest's expectations, we aim to exceed them.

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## You Are De Vere



At De Vere we believe the best leaders bring out the best in people. Because of this we only select the best and brightest for our Graduate Management Programme, which was shortlisted for the “Best Graduate Scheme” at the 2019 Institute of Hospitality Awards.

The De Vere Graduate Management Programme is designed to challenge the leaders of tomorrow and ensure graduates finish with a superior level of knowledge and experience in several key hospitality departments.

Our combination of training and hands-on experience builds on your own education and aims to provide a fast track route into a successful management career in hospitality.

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# Our Programme

The programme begins in September 2020 and takes place over 18 months, with a Graduate Managers time being split between five distinctive departments:

- Conference & Banqueting / Events
  - Food & Beverage
  - Front of House
  - Housekeeping
  - Heart of House

## Requirements:

Minimum 2:1 degree (or equivalent) – ideally in a hospitality related subject

Work experience in hospitality or a customer facing role.

A real passion for hospitality is essential.

A positive attitude with the desire to succeed.

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# Timeline of Rotations



## Our Mission

To put heart and soul into meetings, events and every hospitality moment.

## Our Vision

Through our inspired people, rich history and local culture, we bring heart and soul to the meeting, event and hospitality experience. All with one simple goal: to make every moment memorable.

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## Our Values

Heart & Soul

Intuitive Approach

Valued Relationships

Every Detail Considered



# Top 3 Reasons To Join De Vere

## **1) Skills and experience gained in a multitude of hospitality departments.**

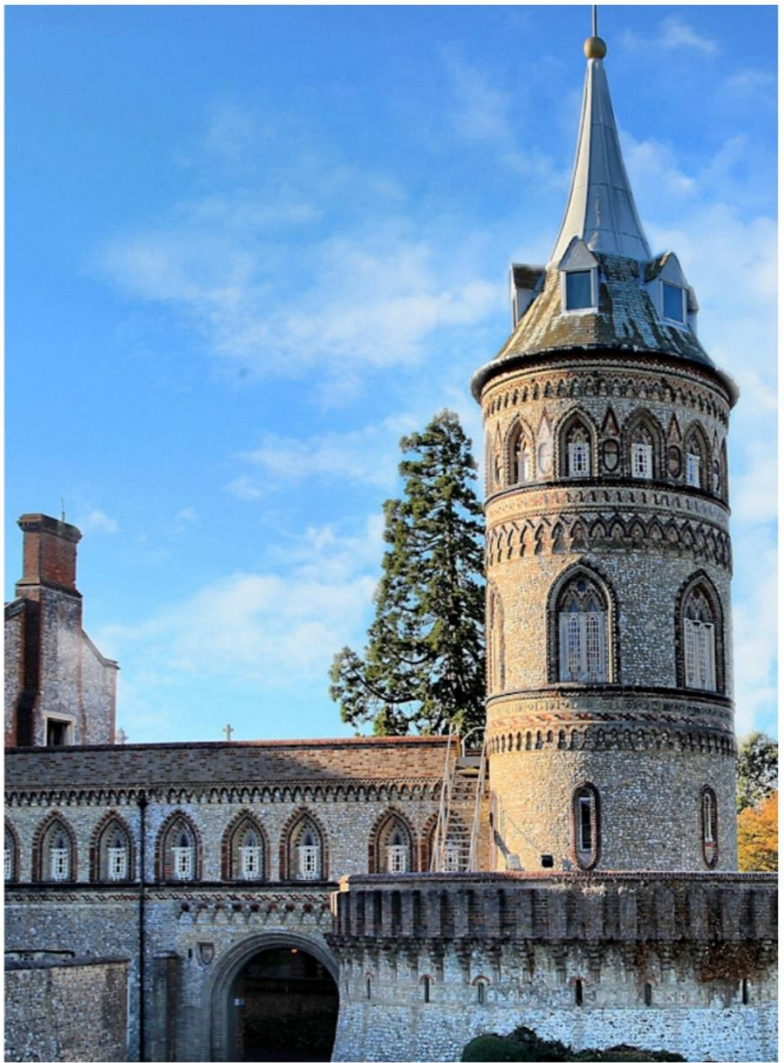
The De Vere Graduate Programme takes place over 18 months, with Graduates Managers working within five distinctive and key departments; Conference & Banqueting, Food & Beverage, Front of House, Housekeeping and Heart of House. Each department is structured in a way that enables Graduate Managers to attain all skills within the department by learning, supervising and managing.

## **2) Specialised and interactive training days.**

Graduate Managers can expect training days hosted by other De Vere hotels and venues. Modules include Personal Development and Presentation Skills, HR Management, Finance Management and Professional Development. Hotel / Venue based training includes hundreds of courses, such as first aid, personal licence & general management training.

## **3) Be part of an award-winning company.**

De Vere is particularly recognised for Learning & Development success within the last few years. Most notably De Vere was shortlisted for “Best Graduate Scheme at the prestigious 2019 Institute of Hospitality annual awards. Further awards include being shortlisted for four awards at the Conference Awards 2019.



SHORTLISTED 2019



Institute  
of Hospitality





# Meet our Class of 2018 Graduate Managers

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**Callum Creechan**

De Vere Wokefield Estate

**Biggest Accomplishment:**

“My biggest accomplishment would be being part of the Conference and Banqueting Management team during the festive period. It was an extremely busy time and to be trusted being responsible for some of those conferences and banquets made me feel much more accomplished as a professional within the hospitality industry.”

**Advice for Future Graduates:**

“The advice I would give for future graduates is to come in with an open mind and do not instantly write off any individual departments. I’d definitely recommend that you take every single opportunity you are offered!”



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**Martha Johnson**

De Vere Beaumont Estate

**Biggest Accomplishment:**

“Running the Quality Wins Gala with the CEO of the company in the room, along with everyone else from head office and getting such amazing feedback for it, was amazing. Running events in general I always find so rewarding, getting a thank you from important clients is always great, especially when I had to welcome Theresa May to one of my events!”

**Advice for Future Graduates:**

“Be willing to try anything and have confidence in yourself. There is a lot that you will find scary and think that you could never do, but trust in your managers and in your ability. You’ll learn so much on the scheme, which will aid your development as a manager, and unless you try, you’ll never know!”

## **Alanna Tawse**

De Vere Selsdon Estate

### **Biggest Accomplishment:**

“My biggest accomplishment so far is the progress I have made through my duty management shifts. With Selsdon being a smaller property, I began my duty management shifts quite early in the programme. Now I confidently am left in charge on my own and feel like a lot of the younger team members enjoy having me as a duty manager as I am always willing to help in any way possible. I enjoy the responsibility of being a duty manager and looking after the hotel.”

### **Advice for Future Graduates:**

“Learn as much as possible and make the most of every rotation. Each department is different, and you will learn new leadership and management skills from different individuals who are mentoring you and this will allow to develop the best management style for yourself.”



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**Bevan Hardcastle**

De Vere Wokefield Estate

**Biggest Accomplishment:**

“Getting involved with hotel initiatives including our Green Team, where our suggestions made direct improvements to the hotel’s impact on the environment. I am also proud to have been awarded Quality Winner of the month by my colleagues. I have loved the various other opportunities to represent De Vere including at recruitment fairs and events.”

**Advice for Future Graduates:**

“Get to know the team, they will be there to support you at every step and in each department, so it’s vital that you can speak to them about anything.”



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**Tiffany Marshall**

De Vere Cranage Estate

**Biggest Accomplishment:**

“My biggest achievement must be receiving the Quality Winner Award over the festive period! This is our in-house Employee of the Month award and to be given it over this period shows how hard I had worked during it!”

**Advice for Future Graduates:**

“Do everything. Literally throw yourself in there, ask as many questions as you can. You’re so lucky to be able to do this scheme, and you only get to do it once. Make the most out of every department!”

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**Anna Kemp**

De Vere Cotswold Water Park

**Biggest Accomplishment:**

“Running weddings and functions of various sizes by myself. This also involved meeting with clients on arrival and being the main point of contact throughout their event. Whether it is a wedding or any other event being able to help them run the event smoothly and resolving any issues that may arise is always very satisfying!”

**Advice for Future Graduates:**

“Don’t be afraid to jump straight in! No questions are stupid questions and have confidence in your own abilities.”

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**Helen Stark**

De Vere Beaumont Estate

**Biggest Accomplishment:**

“I would say being able to be the manager at times, such as when I was in M&E and F&B I would run some dinners, or both restaurants. At the end of the shift I would feel accomplished and positive having sometimes dealt with difficult situations or having had all the customers leave happy.”

**Advice for Future Graduates:**

“You have to show all your colleagues you are there to learn get stuck in. Ask as many questions as you can throughout your whole scheme! Also, ask the other graduates questions and get advice from them, you are all going through similar experiences. Enjoy it!”



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Why our leaders love the  
Graduate Management Programme

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**Laurie Nicol**

**Chief Operating Officer**

“Our Graduate Programme is a great opportunity for De Vere to work with energetic and passionate people who add value to all aspects of the company. Our graduates are enthusiastic, hardworking and look at things with a fresh set of eyes. They have a great impact on the properties.”



**Gail Hunter**

**Group Human Resources Director**

“I like the fact that it provides a structured learning path for graduates as they enter the industry. We have shaped the scheme so that there are quarterly ‘off job’ development sessions that support graduates practical learning on the job. Graduates become our next HOD’s and managers. We are always delighted when we can promote a graduate to their first managerial position upon graduating for the scheme, and we are keen to ensure they continue a fulfilling career with the company for as long as possible.”



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**Ed Cockcroft**

**Talent Acquisition Consultant**

“I don’t just like the Graduate Management Programme, I love it! I believe the structure of the operational programme is a real strength and it is distinctive by including experience in the ‘Heart of House’ business support functions such as HR, Finance and Sales. These are essential skills and experiences for future leaders and Heads of Departments.

Developing the future leaders of our business is key and this programme provides the Graduate Managers with the ideal platform to be just that. Add to this, the leadership and communications skills they develop over the 18 months they become exceptional role models to other future and current colleagues.

I am very proud of the success of our Graduate Managers over the last few years, it has been a career highlight of mine seeing so many develop in to real stars of our business.”



**Richard Morrell**

**Cluster General Manager De Vere Cranage Estate & Cheadle House**

“The programme is structured around maximum exposure to all departments, so our Graduates understand how they operate and help develop the key competencies required to become a strong Manager. I continue to be impressed each year by our Graduates who learn quickly and lead by example across departments.”



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**Peter Sangster**

**Venue Director De Vere Wokefield Estate**

“It gives our grads an opportunity to experience every aspect of the business and the chance to recognise areas they wish to specialise in. It is also a chance to stand out and raise their profile.

Our grads give us the opportunity to build a management pipeline for the future but in order to achieve that we have an obligation to deliver a well-structured and enjoyable programme.”



**John Kelly**

**Head of Learning & Development**

“The success of the De Vere Graduate Management Programme stems from a combination of recruiting the best people to join the programme and our commitment to create the most engaging and impactful learning experience possible.

Every graduate gets to experience every aspect of hotel operations and management. From running major events or managing the hotel reception, through to working in the sales and finance teams in the heart of house to see what happens behind the scenes to make our properties tick.

The impact of our Graduate Management Programme can be seen in all of our hotels where we have key position filled by brilliant managers who have chosen this route to launch their careers.”



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**Dan Woodbridge**

**Cluster Talent Manager**

**Graduate Training: De Vere Wokefield Estate.**

“For anyone with a passion for hospitality this programme is fantastic. The rotation of departments coupled with the training programs delivered to the graduates give the knowledge needed to pursue a career in any route within hospitality. The programme is extremely flexible, and you can progress your career and open opportunities in your desired department. From my knowledge of other hospitality graduate programmes, the offering from De Vere vastly outweighs the other programmes.”



**Jessica McMaster**

**Sales Researcher De Vere**

**Graduate Training: De Vere Horwood Estate**

“I would recommend the programme as it gives you a wealth of experience and knowledge whilst working in a hands-on role. My graduate scheme was operations focused, but I also spent some time in the sales office, working in all these different areas gave me an overview of the entire guest journey.”

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### **Frazer Gander**

HR Manager for De Vere Beaumont Estate and Chicheley Hall

#### **Graduate Training: De Vere Head Office**

“I found the graduate development modules a useful opportunity to increase personal skills such as presentation skills alongside specialist knowledge, such as Finance and Leadership. At these modules you are introduced to the different business challenges faced in by the hotel industry, which you do not necessarily experience in your day-to-day Graduate role.”



### **Ben Southwell**

Bar Manager at De Vere Wokefield Estate

#### **Graduate Training: De Vere Wokefield Estate**

“My biggest achievement was the massive jump from Graduate Manager to The View Restaurant Head of Department before the end of the 18 month programme. I great learning curve but one I relished following the training and experience on the programme.”

Graduates have an amazing opportunity to be exposed to all elements of the hotel operation.”

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# Frequently Asked Questions

## Q: How do I apply & what is the application process?

A: Easy online applications followed by phone and video interviews.  
Offers made after an Assessment Centre.

## Q: Can I choose the hotel / venue to be based in?

A: If you have a preference based on location then please do let us know, we will assign locations based on your preference and current experience to suit the development of each Graduate.

## Q: Are the departmental rotations flexible?

A: Yes, ultimately the timeline is a guide to how long you could spend in each department – however, this does depend on your aspirations plus the needs of the business.

## Q: What happens after the programme?

A: We want to see our Graduate Managers become future leaders of De Vere, so the focus is on where our Graduates want to be at the end of their programme.

## Q: Where can I find out more?

[www.careers.devere.co.uk](http://www.careers.devere.co.uk)

#YouareDeVere #DeVereGrads



The De Vere Career



DeVereLife



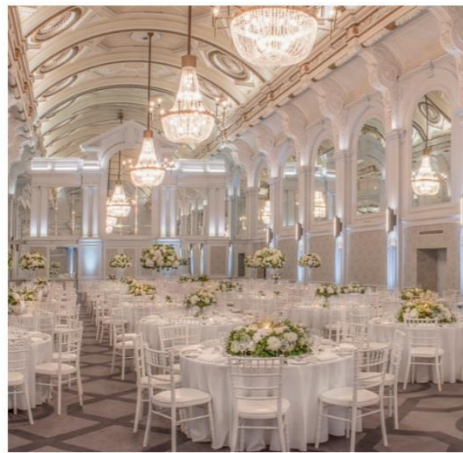
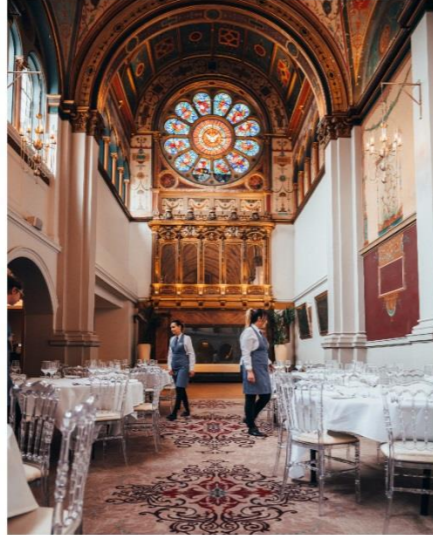
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By Bevan Hardcastle, Callum Creechan and Tiffany Marshall – Class of 2018

Summer 2019

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