

Our Networking Day at: The Chocolate Quarter, St Monica Trust

Raising the Bar through Leadership, Collaboration & Sustainability



Optimising business and service excellence



St Monica Trust



In April 2019, we had a very successful day, with a full house, a great venue and inspiring and extremely interesting sessions. **Leadership, Collaboration and Sustainability** were the themes for the day; all current areas of focus in order to raise the bar in the hospitality industry. We welcomed a wider audience from our Community; those who have been accredited with Hospitality Assured from its inception, to newer members of the Community and potential new clients.

First of all a big thank you to St Monica Trust for hosting us, especially Adrian Kirikmaa who organised the event and provided a fantastic lunch showcasing the excellent food product, including pizza's made on site, that are available to the St Monica Community as well as the public at this amazing intergenerational site.

Another big thank you to all the presenters, who gave us plenty of food for thought and new ideas.

After a general introduction led by Heather, Max took the floor to introduce the topic of leadership focussing on the concept that;

'All members of an organization, who are responsible for the work of others, have the potential to be good leaders if properly developed.' Bob Mason'

This led on to Andrew Parker's (right) thought provoking session that covered three concepts of **Leadership**. Andrew has worked for some time with St Monica Trust as a freelance leadership consultant having fulfilled a variety of leadership, management and consultancy roles across various organisations over the last 20 years. Firstly, Andrew asked us to consider our responsibilities as a good leader to plan for succession. This involves identification of potential leaders with the required qualities so that when we leave an organization there is a seamless transition and business as usual is maintained. Mentoring was the second concept introduced as a means of on-going long term growth and development of future leaders. The benefits of being a mentor and a mentee are many and throughout our career we may have several interventions that focus on different challenges. It was stimulating to consider the impact of mentoring and the immense satisfaction, growth and increased confidence it can bring, a win-win strategy for all parties. Finally, Andrew posed the question of the legacy that as a leader you would like to see lived on in the future. What impact, changes and real difference have you made to your team, organisation or the Industry? A fascinating question! The challenge for the Hospitality Industry continues to be the recruitment and development of a skilled workforce and this is dependent on strong, inspirational leaders and a focus on ongoing succession planning.



More on Mentoring:
One of the many benefits of membership to the Institute of Hospitality is the 'Mentor Me' programme - they are looking for new mentors and mentees to sign-up and get involved.

Trisha introduced the session on **Collaboration**, a Hospitality Assured core value that is embedded throughout all the steps within the Standard. Subsequently, Trisha's presentation focused on highlighting some of the suggested models and techniques, linked to the Hospitality Assured Standard, that can be applied to encourage effective collaboration within an organisation.

Adrian Kirikmaa the Food Development Manager at St Monica Trust, then explained his involvement at St Monica Trust and his amazing collaborative partnerships for which he has many awards. He is also co-founder of the School of Food with Josh Eggleton, which offers apprenticeships specifically developed so that young chefs have the industry skills they need to succeed and to help address the shortage of chefs in the hospitality industry; something we all need to take responsibility for. Adrian explained his involvement with 9 local charities eg. FareShare that saves good food from going to waste and its redistribution to frontline charities and ARA that provides treatment, counselling and other services for those suffering with addiction and mental health problems promoting recovery and a healthier lifestyle. St Monica Trust have an astounding commitment to reducing food wastage, all part of their Sustainability agenda

Heather introduced the last session on **Sustainability** by focussing on the United Nations 7 Sustainable Development Goals (UNSDG) as a focus for developing an overarching strategy. These goals can be divided into three distinct areas; environmental, social and economic issues. Heather suggested that all 17 goals should be considered and prioritised to ensure that there is a focus on those that add value and relate to the purpose of your organisation.

Mark Thomas, the Marketing Manager is using this framework and has been instrumental in significant improvements at the Trust. He talked through some of the Trust's success stories including a 15% decrease of water usage over 5 years, reduction of electricity usage in a retirement village by one third, £20,000 annual saving from installing LED lighting, and generating £15,000 of electricity through combined heat and power as well as roof solar saving at The Chocolate Quarter. Mark explained the target of 10% food waste reduction that has been set for the year using a variety of mechanisms including signing up to the Sustainable Restaurant Association

In conclusion the day was a huge success and everyone went away with some useful tips and techniques and a greater understanding of these important current issues and the immense impact they can have on our business.

St Monica Trust is one of three top scoring Hospitality Assured organisations and the event clearly demonstrated why. Strong leadership, a collaborative approach and sustainability have contributed considerably. Their imaginative approach and hard work has achieved much not only in terms of reducing costs and improving service and business effectiveness but by generating an engaged team that are totally committed to the wellbeing of their residents and the success of St Monica Trust.

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