

## Hayley and the Nottingham Stars

**HIT** provided the one-to-one skills and knowledge that have enabled Hayley Ward, Manager of the Keyworth Tavern at Keyworth, to win the coveted 'Best New Entrant' category of the 2008 Nottinghamshire STARS awards, celebrating excellence in the county's tourism, culture, leisure and hospitality services.

Hayley joined the Keyworth Tavern at Keyworth in January 2007 as a full-time bar worker, fresh to the industry. When offered the opportunity, she was very keen to sign up with **HIT** for the NVQ Level 2 qualification in Drinks Service. Assisted by her **HIT** NVQ Tutor, Nikki Hart, she learnt all aspect of the trade – from pulling the perfect pint, to maintaining the cellar. The qualification gave Hayley the confidence to take advantage of an unexpected opportunity when it came up – becoming manager of the pub, which she felt ready and able to do.

This doesn't mean that Hayley is now resting on her laurels. "Managing the pub has been extremely hard and very tiring, but with the help of my parents, Nikki Hart and the landlady Shirley Haynes, it has been very rewarding and enjoyable, with business doing well," she said. "I am sure that next year will be even better. I have already signed-up with **HIT** for the NVQ Level 3 in Hospitality Supervision."

Praising Hayley's fine achievement, **HIT** Managing Director John Hyde said: "It is great that Hayley has been recognised as a star in Nottinghamshire; and that she joins the host of other hospitality stars that **HIT** works with across the country. Delivering real hospitality requires talent and dedication; and Hayley has shown she has both of these assets.

"Her success demonstrates that vocational training – when actively supported by the employer and facilitated by a specialist hospitality training provider such as **HIT** – can produce positive benefits for all concerned. **HIT**'s method of one-to-one delivery, assessment and support in the workplace not only offers individuals a chance to earn and learn, but it also actively encourages those learners to use their new-found skills and knowledge to develop the businesses they work for."

Hayley was not the only **HIT** success at the Nottinghamshire STARS awards – David Conroy, owner of the Rutland Arms, and his team were a runner-up in the 'Best Practice in Training' award category. David and his staff are involved in studying for a range of NVQ qualifications with **HIT** and are determined to win the title next year.

**HIT** Area Manager for Nottinghamshire Sophie Cooper, said: "I am thrilled with Hayley's and David's successes at the Nottinghamshire STARS awards. It is particularly refreshing to see staff within small local businesses recognised at such a prestigious event. Indirectly, this also recognises the fantastic work **HIT**'s trainers and assessors are undertaking out in industry, and the passion our staff possess within their roles."

The success of Hayley and the team at the Rutland Arms highlights the role of quality, targeted training in the success of both the learners and the businesses involved. **HIT** have helped over 10,000 learners working for over 3,000 employers develop their skills throughout a diverse range of businesses in the hospitality and leisure industries and look forward to helping many more achieve their goals.