Malmaison and Hotel du Vin have partnered with Upskill People to deliver online learning to their 2,500 employees.

About Malmaison and Hotel du Vin

• Employees: 2,500
• Established: 1994
• Malmaison – daringly different boutique hotels in the UK’s leading regional centres
• Hotel du Vin – luxury and boutique hotels in landmark towns and cities
• More than 1,900 bedrooms throughout 26 hotels across the UK.

Malmaison and Hotel du Vin are recognised as two of the UK’s leading lifestyle hotel brands.

The Malmaison hotel brand was formed in 1994 and is named after the Château de Malmaison located on the outskirts of Paris. Malmaison hotels are located primarily in city centres in the UK and are mid-sized, operating in the boutique market.

Hotel du Vin, also formed in 1994, was created as a hotel brand with an offering of excellent bistro food complemented by outstanding wine lists and first class accommodation. Hotel du Vin hotels are based primarily in cathedral or university towns and are also aimed at the boutique market.

CHALLENGE
Reduce cost and improve performance

Malmaison and Hotel du Vin are driving efficiencies throughout the organisation without compromising on their standard of service. The company prides itself on offering a highly supportive and distinctive employment culture where their people can grow and develop.

A key challenge was how to deliver training cost effectively and efficiently to a dispersed workforce, providing a proven return on investment and engaging and motivating employees.

Training would include some of the fundamentals of hospitality and catering that are essential for compliance and excellent customer service. Management training would complement these courses.
Malmaison and Hotel du Vin had already embraced the basic benefits of online learning and were now ready to fully exploit a greater return on investment, improved employee behaviours and an even better client experience.

While full compliance was incredibly important they were looking for a training partner who could help them deliver above and beyond the legal requirement.

Key to their selection process was finding an online learning provider who could:

• Deliver an innovative and high quality range of interactive courses that are ready to go
• Keep employees engaged and informed throughout the training – virtual world training for real world application
• Improve behaviours so customers receive an enhanced experience
• Comply with legal requirements and reduce risk of litigation
• Demonstrate an improved return on investment

Upskill People met all these requirements and started working with Malmaison and Hotel du Vin in June 2011. The initial brief was to provide health and safety training with food hygiene training for employees and managers.

Since then Upskill People has extended the library of courses, all accessed via Upskill People’s own learning platform.

I like your ability to bring in new courses – delivered with a CAN DO ATTITUDE. You can turn around an idea in a short period of time. You want to know what more we do and how to tweak things and make them better.

It was great to understand that you had A HUGE SUITE OF COURSES that we could pick and choose from and could be adapted for us. Also you came in at a competitive cost base.

Tim Gassick
Director Risk
Health and Safety
Malmaison and Hotel du Vin
Malmaison and Hotel du Vin can now provide clear and consistent communication via Upskill People’s learning platform.

A major benefit has been the real time reporting and intelligent data monitoring which can drill down through an organisation to an individual level. Compliance can be rigorously monitored helping hotel managers meet the legal requirements. Beyond compliance, Upskill People can identify the level of skills in completing and implementing the training.

The platform has also enabled HR to conduct employee post induction surveys so they can better understand how employees feel about the business and life in the hotels. It has been able to address compliance issues as well as information governance.

Results to date show

• High rates of compliance upon introduction of courses.

“For our new bed bug course we achieved 91% COMPLIANCE in a few weeks,” says Tim. “That makes me happy. The stats look great and it reflects well on senior managers tasked with achieving a degree of compliance within their hotels.”

• SAVINGS OF 62% using Upskill People’s online learning compared to previous spending with instructor led training and mentoring system.

“When you compare instructor led learning, media led learning or buddying up people we’ve got a saving of tens to hundreds of thousands of pounds,” says Tim. “That is significant.”

• Training delivered quickly and consistently to the workforce.

“As of today we’ve got THREE QUARTERS OF A MILLION MINUTES of online learning logged on the system,” says Tim. “You can’t deny that’s an impressive amount of training undertaken in an operation of two and a half thousand people.”
Upskill People has been at the cutting edge of developing online learning and learning management platforms since 1994. We continuously invest in research and development to ensure that our huge suite of ready to go courses and our learning management platform are best of breed for world-leading retail and hospitality clients.

Upskill People knows how learners best learn. It's most effective to give short, sharp bursts of training focussed on key skills that can be quickly applied on the job. All courses are highly interactive so users are fully engaged, completing the courses quickly. We focus on real world application through virtual learning.

Because learning is online, courses are available anytime, on any device including mobile, and in multiple languages. Training can be completed in quiet times, off site or even before employees join the company. With high completion rates and sustained retention of knowledge, the learner and the organisation benefit. Behaviour is improved so you get effective staff and delighted customers. Compliance is ensured and progress is individually recorded. Risk is reduced as Upskill People’s real-time analytics means your management is fully informed and you quickly deliver the return on investment showing substantial cost savings in the process.

“The outcome is a product which meets our needs PERFECTLY.”
Hospitality Client

“Upskill People really know our sector and this is why they delivered WHAT WE NEEDED WHEN WE NEEDED IT.”
Retail Client

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