

Case Study: Springboard

Alex was referred from his adviser at North Kensington jobcentre to Springboard's CLF provision. He left Greece two years prior due to the severe recession with a diploma in PE and Sports Science. He was in need of a job he said for his "survival" and he had applied for various roles as an interpreter, a personal trainer and in the service industry without getting any interviews.



His only job in the UK had been at an ice cream parlour which was short term and his JSA was soon to end stopped, so he became very desperate to work

Springboard support: Alex came across very well on a one to one basis; but did not do well in group interviews. Lack of confidence was identified as the main, along with a rather scattered CV that was not tailored to the industry which prevented him in getting interviews. Springboard thought Alex's strengths would be best conveyed through on the job trial as Alex seemed very capable.

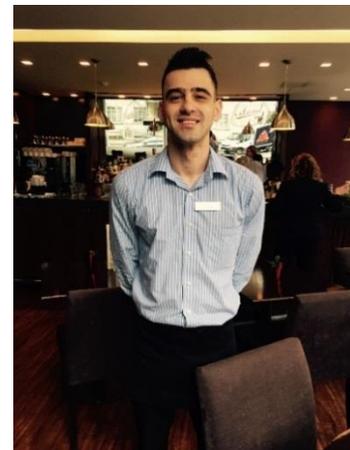
Interviews: Alex was put forward for three roles, Premier Inn Earls Court, Le Pain Quotidien and then The Lancaster London Hotel. They were all for Food and Beverage attendants.

Alex was initially given an interview with Le Pain Quotidien on Exhibition Road via a telephone interview and then offered a trial shift. He was immediately offered the position which he accepted. Soon after The Lancaster London got in touch with him and he had another trial shift – he was also offered this position and he decided this was a better option for him and he accepted this and resigned from Le Pain Quotidien.

Follow up: Alex is working regular shifts and stated *"It is great to be in work; I can move out from living with my sister and her husband as I am starting to feel they need their privacy! The job is great and more challenging than I thought it would be. The expectations for guest service are very high and I am learning a lot as there are many processes to be followed"*

What does Alex like best about the job; *"I have grown in confidence when I am speaking with the guests; it is important to make guests feel good and special and I understand that and feel I am good at this aspect and like paying them attention. To do well here you need to have respect, good manners and ensure they get good food and drink"*

How does Alex feel now overall *"Really appreciative of Springboard's help and I am now calm and can plan for my future. I like the insurance that I will have money at the end of the month."*





How can Springboard or his employer help with his future goals? *“At present I am keen to improve my spoken English; there is a class they do at The hotel but it was oversubscribed.”*

Springboard has recommended that Alex sign up with The Gateway at Cardinal Hume Centre as they offer ESOL classes at various levels for free. Information was passed on to Alex who will pursue this avenue

Latest Action: Alex is very grateful for the opportunity Springboard offered him and feels he has really grown in confidence and is now very comfortable with the customer facing nature of his role, while working as a senior member of the team. On a visit to Lancaster London in July 2016 he was so welcoming and said *“I’m so grateful for all the work Springboard done to help me! I really enjoy my work here and now oversee some of the staff in the Bar & Grill. My English is improving all the time and I couldn’t have got here if it wasn’t for Springboard!”*