

## Case study: Get Set



May, aged 55 from Lambeth, registered with Get Set after trying to look for work for over two years without any luck.

May had good experience in the hospitality field but despite this was unable to secure a job. She thought this may have been due to employer prejudice as she is now in her mid-50's. The Get Set advisor also noted that she did not really understand how to prepare or look for a job, or how to conduct herself well in an interview. This was despite her having a great attitude to returning to work.

The Get Set advisor worked with her to help her understand how to access job opportunities in the hidden market and the kinds of attitude and behaviour employers in the hospitality industry look for in candidates when interviewing.

May expressed an interest in a role as a Customer Service Assistant in Harrods food court. She attended an internal screening for this but unfortunately was unsuccessful due to her being too reserved and quiet.

The good news was the internal feedback from the Recruitment Manager allowed May's advisor to address this feedback with May, and they set about working on techniques to ensure she came out of her shell in assessments/interviews.

Another job role came up at Good Enough college working as a Customer Service Assistant in the college restaurant. May was screened for this role internally and this time passed!

She was then put forward for interview, where a Get Set representative took her down and introduced her to the employer for an interview. May did very well and was offered an immediate work trial. Get Set advised May on what the employer looks for in a work trial within the catering environment so she felt prepared to go in and put her best self forward.

The employer was delighted with how May performed and offered her a role.

Seven months on May is thriving in her environment and has really impressed the management. She has been promoted to Acting Manager and assumes more responsibility for staff and associated managerial duties. Get Set offer ongoing advice and support to May as needed.

The employer said: "we are very happy with May's progress since starting with us and for this we have given her more responsibility and she is currently in an Acting Manager role."

## Catering Link Awards

Two of Get Set's candidates, Jean Russell and Phyllis Butcher, were placed into work with Caterlink via the programme. They have recently been successful at the Lambeth Caterlink annual awards, a fantastic achievement (pictured below).

