

CASE STUDY

21 Hospitality

21 Hospitality Group is owned by chef restaurateur, Terry Laybourne and includes some of the North East's best loved restaurants; 21, Caffe Vivvo, Cafe 21 at Fenwicks, Ko Sai, Saltwater Fish Company and the Broad Chare.



The aim of the 'aspiring managers' programme was to support the development of managers to enable them to generate growth without compromising quality.

Amacus delivered a nine day series of practical workshops covering:

- The role of the manager
- Key management competencies
- Behavioral profiling

The training has contributed to an increase in staff retention, a more proactive culture and achievement of quality excellence goals.

Terry Laybourne said: *"We have built a successful group of restaurants by focusing on the best people in our sector delivering great goods and excellent hospitality in a friendly environment"*.

To find out how Amacus can support your business through leadership and management training please contact:

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