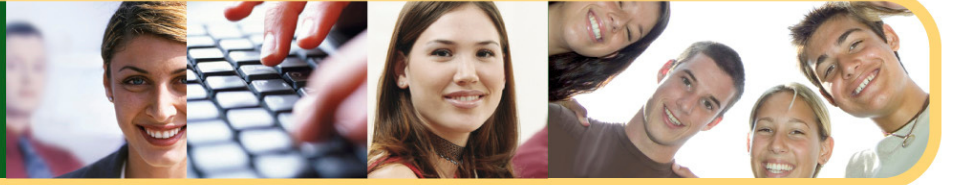


smart people:
think minerva



Agnieszka Strycharz

With Minerva's help Agnieszka has now gained a qualification which will help her in her job as a Duty Manager in a local hotel.

The Challenge:

Agnes has been living in Scotland for several years. Initially she worked as a member of the kitchen staff at a residential care home (a former business operated by her current employer). Agnes is a definite 'people person', but her limited spoken English kept her away from a customer-facing role. For the last five years, she has worked at The Ship Hotel, Gatehouse of Fleet in a variety of roles. Finally, three years ago, she was confident and experienced enough to take on the challenges associated with becoming a Duty Manager.

The Solution & The Results:

Agnes has really grown in this role, and is clearly a very friendly and popular member of the team. The Owner identified **Management Level 3 SVQ** qualification to help re-inforce Agnes' knowledge and experience, as she felt vocational training was an ideal way to assess and develop competence. Agnes chose to provide written evidence (where observation or discussion may have been an option). She used the qualification as another opportunity to improve her written English language skills. Agnes worked alongside another Duty Manager who also undertook the qualification (Natalie Hamblin). Together they were empowered to review working practices, introduced working standards for the Restaurant Staff, and identified other areas of improvement which were submitted to the owners for consideration.

The Owner, Mrs Stewart said "Agnes is very capable, multi-tasks well, and copes with varying demands depending upon the tourist seasons. She works well alongside the other Duty Managers, and in particular with Natalie. Both have learned from, and with each other, and have developed and applied management skills".

"Agnes has achieved a great deal, and I have very much enjoyed working with her. It was fantastic to see Agnes and Natalie at the Minerva Awards ceremony in December, and to celebrate their achievements"

GWYNETH WATSON
(TRAINING MANAGER)

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