GALVIN'S CHANCE IS AN INITIATIVE OF

IN PARTNERSHIP WITH

DELIVERED BY

EMPLOYER PARTNERS

Thank you to the employers below who have already provided opportunities for young people through the Galvin’s Chance programme.

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The Bonham
Castle Terrace
Elior UK
Harbour & Jones
Hilton Worldwide
Hotel du Vin
Hyatt Regency London – The Churchill
Intercontinental Hotels and Resorts
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The Landmark
Marriott West India Quay
Park Plaza Hotels
The Pompadour by Galvin
Premier Inn
Red Carnation Hotels
The Scotsman
The Scran and Scallie
Thistle Guoman
The Zetter

SUPPORTED WITH REFERRALS FROM
Galvin’s Chance is an inspirational programme that seeks to give young people from deprived areas who may be at risk of gun and knife crime a real alternative. It gets young economically inactive people into work. We do this via a pre-established model that fully engages young people to acquire the skills needed for sustainable employment and the chance to do an on-site NVQ Level 2 in hospitality. Due to the programme’s continued success we are now embarking on our fifth year to help another group of young people change their lives and get into employment at high end brands within the industry. We are also expanding the programme regionally to Edinburgh from 2013.

Initiated in 2009 by Chris Galvin, Chef Patron and Fred Sirieix, General Manager of Galvin at Windows restaurant, the programme targets disadvantaged young people aged 18-24 who are not in education or employment, and offers them training and opportunities for a front of house career in some of the most prestigious hotels, restaurants and food service management organisations. This is the beginning of their involvement in a life changing programme that will ultimately provide them with the confidence, aspiration and opportunity for a career in the hospitality industry.

Mentoring is an important aspect of the Galvin’s Chance programme; and we keep in contact assisting candidates long after they are employed to support their career progression. The vision is to change and improve lives and enable the beneficiaries to inspire those around them; as 2011 candidate Ola explains “I am having a positive effect on my friends. I even dress differently and get treated with more respect which means less hassle – now my friends want to interview for the Galvin’s Chance programme too as they have seen where it has got me.”

**GALVIN’S CHANCE: AT A GLANCE**

- 15-20 young people enrolled in London per year since 2009
- 30 young people enrolled in 2013 in London and Edinburgh
- 80% success rate of securing ongoing paid employment achieved in 2012

**2009-2012:**

- 191 young people attended recruitment day and interviews
- 77 young people started on the programme (40%)
- 60 completed pre-employment training (78%)
- 58% young people still in employment after 12 months
We are passionate about the Hospitality industry and believe it is a truly amazing sector - exciting, diverse and constantly evolving – one that offers young people a real opportunity to develop a career and learn life skills, whilst enhancing our guests’ experience as a result.

The Galvin’s Chance programme offers a unique platform for young people who have faced various barriers to employment to achieve paid work in top hotels and restaurants geared to customer service at the highest levels. Alongside this they can undertake a recognised qualification to further their careers, an NVQ level 2 Apprenticeship in Hospitality.

We know that with hard work, discipline, rigour and dedication, working in Hospitality can be very rewarding and can give a wealth of great opportunities. It is both our responsibility and privilege to support these young people, give them a chance and support them through this structured into-work programme.

Rallying other prestigious employers within the industry to lend their enthusiasm, skills and dedication, we are able as an industry to enable, encourage and mentor young people into our sector.

Over the past few years we have developed the programme with our delivery partners and have been able to provide life-changing career opportunities for young people. Based on our tested model, built on collaboration and partnership, Galvin’s Chance has recently expanded to Edinburgh and we are looking forward to offering the chance of paid employment and qualifications to young people in Scotland.

We hope that you will join us in providing your support, where possible, for this worthy initiative. Thanks to your interest and involvement, we can work together to support the lives of unemployed young people into stable careers in the hospitality sector and helping more young people fulfil their potential and change their lives for the better.
I am excited to be part of Galvin’s Chance and privileged to have been one of its co-founders. The programme started because I witnessed a series of crimes on the Old Kent Road for a period of six months back in 2008. As I was diverted by the police onto the housing estates it became clear to me something had to be done and that I had to work and make a difference in our local communities – unfortunately the lack of opportunity, real and perceived; the attractions of gang membership; disillusion and disaffection, lead all too often to crime taking root in young hearts and minds.

Additionally, the situation of young people being without work for months, sometimes for years, eroding their confidence and hope for the future. This combined with the real opportunities in the Hospitality sector, which is rapidly growing and the need for highest levels of customer service remaining unmet.

Working in partnership with Hilton in the Community Foundation and The Springboard Charity, we established a programme inviting a number of recognised top hotels, bars and restaurant names to offer placements leading to paid work in front-of-house, guest-facing roles, supported by a programme of pre-employment training, mentoring and after-care support.

A key feature of the programme’s development has been the innovative voluntary fundraising that enables Galvin’s Chance to happen. We are indebted to all those who have helped support the programme so far, whether by taking part in the Mayfair Park and Tower Race, by stepping into the boxing ring for Rumble in the Kitchen, or by sponsoring special events and making generous donations at our participating restaurants. All valuable commitments that along with the work placements and mentoring make a collective positive impact on the lives of our young people.

I have been delighted to meet and work with some fantastic, enthusiastic young people, who simply needed a chance. As the needs facing young people for employment continue to challenge our society, I hope that Galvin’s Chance continues to contribute to the solution.

Thank you for your support and for being part of our mission.
HILTON IN THE COMMUNITY FOUNDATION

Hilton in the Community Foundation (HCF) is the official charity of Hilton Worldwide in Europe. Their mission is to support disadvantaged children and young people in the areas of health and education. By providing equipment, training and opportunities HCF works to improve access to and the quality of education and healthcare. The Foundation works closely with Hilton Worldwide’s portfolio of hotels in Europe to raise funds for charities and good causes that assist children and young people.

hilton-foundation.org.uk

THE SPRINGBOARD CHARITY

The Springboard Charity supports young, unemployed, economically inactive individuals and other job seekers into worthwhile employment and vibrant careers in hospitality, leisure and tourism. Springboard is the industry’s natural partner in improving its image, attracting new talent and addressing skills shortages. Springboard provides comprehensive support to people at risk and face barriers to entering the job market, to help them better their prospects in life and attain economic wellbeing, by guiding them into sustainable employment and fruitful careers in hospitality, leisure and tourism.

springboard.uk.net

LIFETIME TRAINING

With more than 17 years’ experience Lifetime Training is one of the UK’s leading Apprenticeship providers, working with national, regional and independent organisations providing consistently high quality service and training delivery. Dedicated to improving the profile of careers in Hospitality, Lifetime provides a fully managed recruitment and training solution for it’s customers. Lifetime has developed the careers of thousands of individuals and improved the performance of some of the biggest and smallest employers in the sector.

lifetimetraining.co.uk
Benefits of the Programme

Benefits for Young People

The Galvin’s Chance programme helps participants flourish in the UK’s fastest growing industry sector by providing them with a range of experiences and life skills, as well as creating a network of employers who are willing to assist and help young people. This enables them to better their prospects and embark on a fulfilling career path and all candidates completing the training will have a guaranteed interview.

Benefits include:
• Participating in a recognised pre-employment training programme which includes World Host Customer Service
• Industry taster experiences across 4 and 5 star establishments during the training programme
• Work placements with established employers
• One-to-one careers advice and guidance
• Prospective route to employment, obtaining guaranteed interviews for candidates completing the programme
• Chance to work towards the NVQ Level 2 Apprenticeship in Hospitality
• Support from Galvin’s Chance programme mentors throughout the placement, training and employment period

Benefits for Employers

Employers supporting the Galvin’s Chance programme are helping to alleviate unemployment in the local community and gain exclusive access to the next generation of employees. Supporting Galvin’s Chance as a business will provide employers with:
• Access to a pool of young people in your local community
• Enhance recruitment channels, enabling you to spot talent before competitors
• The chance to change someone’s life and give them an alternative direction
• Increase brand exposure among young people in your local community
• Support from a dedicated Programme Manager during both the placement and employment (for first six months)
• A welcome addition to your Corporate Responsibility strategy

“The driving force behind our Industry lies in the passion, dedication and enthusiasm of its employees. Whilst skills can be taught and developed over time, Galvin’s Chance gives employers someone that has the willingness to succeed but just needs the guidance and support to achieve.”

Nicholas Abaza

Dean, Food & Beverage assistant at Hyatt Regency London – The Churchill
WHAT’S INVOLVED

STAGE 1: INTERVIEW DAY
Following a referral process selected individuals will be invited to a pre-screening interview day at a central hotel, where they will have the opportunity to be interviewed by employers and industry partners.

Those successful in their application for the Galvin’s Chance programme will be contacted with further instructions. The Recruitment and Selection Day takes place in September, with dates confirmed and application form published on galvinschance.co.uk or facebook.com/GalvinsChance

STAGE 2: PRE-EMPLOYMENT TRAINING
The Galvin’s Chance candidates undertake an intensive pre-employment training programme. Participants will visit prospective employers, undertake practical training sessions with accredited certificates and develop key employability skills. The pre-employment training is supported by organisations including Dress for Success and Shaker for specific learning topics.
Stage 3: Two-Week Placement and Trials in Industry

This is a crucial element of the programme, where employers provide a supported front-of-house opportunity for up to two weeks to the Galvin’s Chance candidate. This unpaid work placement will be an opportunity for individuals to undertake a vacancy within a hospitality organisation which could include a hotel, restaurant or the food service management sector. If successful, the candidate will be offered an interview to secure an ongoing role.

Stage 4: Sustainable Employment and Apprenticeship

All young people who secure permanent employment through Galvin’s Chance will have the opportunity to gain a further qualification with Lifetime. The free apprenticeship scheme offers an NVQ Level 2 in Hospitality and is delivered on-site with each employer partner.

Our Commitment

Galvin’s Chance will work with both the employer and young person to create a sustainable employment opportunity within the hospitality sector – with a priority focus on Food & Beverage service roles - and offering on-going skills development, employment and mentoring support for six months.
The skills and training on offer through the Galvin’s Chance programme hold benefits for all young people looking for an opportunity to improve their lives. The programme is full of success stories and here are just a few:

**MOHAMED, 21**

Mohammed was referred to the Galvin’s Chance programme from London probation. He had a suspended sentence for driving without a licence and as he had never had a proper job before couldn’t ever have imagined that in a short space of time he would be a full time member of the team in the Food & Beverage department of The Marriott, West India Quay.

His Duty Manager had the following feedback, “He’s doing a great job so far – obviously he still has more to learn but he never says no to anything, never has a problem with doing anything and a really positive attitude.”

“I will never forget everyone who has been involved in helping me since starting the Galvin’s Chance programme – it is because of them that I am here I am very grateful. I feel I have been fast tracked – I can’t believe a year ago I was at probation and now everything has turned around. It’s great having people that believe in you.”

- Mohammed
Prince, 19

Prince came to Galvin’s Chance after serving time in a young offenders institution. He has had a difficult life with no father figure and in a neighbourhood where gang crime is rife. Prince came to Galvin’s Chance and immediately knew this was an opportunity he needed to move away from his previous lifestyle.

His manager at The Royal Automobile Club says “We’ve been really tough on Prince, and the first month was always going to be hard but he’s come through it and he’s bright and has taken a real interest in food and shown real curiosity to learn more. He’ll be fine, he’s got what it takes.”

“The whole Galvin’s Chance programme is great as it gives people like me an opportunity – people who have always been on the outside and brings them into the community. I always felt I was on the outside you know? Now I feel part of something. If I hadn’t done it I’d be dead – I really believe that, ten of my friends have died no exaggeration it’s hard out there.”

- Prince
Greta is a young single mother and referred herself to the Galvin’s Chance programme after a friend of hers told her how Springboard helped her into work. Greta had not had a job previously and remembered doing a work placement when she was at school at a hotel and that she had enjoyed this. She was a very enthusiastic and committed candidate on the programme and obtained employment with Intercontinental Hotel in Park Lane as a full time room service assistant.

The HR manager at the hotel made this comment “We were happy to interview Greta after the taster day and work placement, as she was such a good listener and so receptive and willing and we wanted to encourage her to go for this vacancy – I was very impressed how much she learnt about the hotel.”

“I see the next few years as a journey; I want to be successful and progress. Galvin’s Chance has given me the opportunity and the confidence to do that... otherwise I would have been unemployed and bored and daytime TV is not that good! I have a four year old son and now I am able to work early shifts and still get to spend time with him in the evenings.”

- Greta
ANGEL, 24

Angel is 24 years old and lives in Middlesex. He now works at Galvin at Windows at the top of London Hilton on Park Lane, where he started in mid-November 2012. Angel is being trained as a waiter in the Michelin-starred restaurant and is currently a runner, supporting the back of house and service team.

Angel heard of Galvin’s Chance through his probation officer. He had been job searching for a while but unable to find anything stable. Angel had some prior experience including working in a restaurant-club in Fulham and a bar in Kingston.

“It is worth it. I’ve realised there are lots of opportunities out there and it’s really opened my eyes. It’s not just me – I know that Galvin’s Chance has helped lots of us. I keep in touch with George and Greta.”

- Angel

CHARDONAY, 19

Chardonay came to the Galvin’s Chance programme through Job Centre Plus, after she had been searching unsuccessfully for paid employment. After the pre-employment training, she secured a role as a runner at a newly opened restaurant, Wabi. After a successful three months with Galvin’s Chance, Chardonay decided to leave to resume her business studies qualifications.

“Galvin’s Chance was a experience I won’t forget, those two weeks it felt like I had known everyone for much longer. Being given access to staff, being able to ask questions, seeing venues that I otherwise would not have seen encouraged me to go away and make something good from the opportunity I have been offered.”

- Chardonay
Galvin’s Chance over the years

“Because of Galvin’s Chance I got to meet people who could help me and that is why I am here now working at Browns the oldest hotel in London. Mixing with the right people is important; otherwise I don’t know what would have happened to me.”

Colin – 2010 Graduate

“Galvin’s Chance gives you more than just training and a guaranteed employment opportunity. It helps you step by step get to where you need to be so you feel confident and not out of your depth.”

Samantha – 2011 Graduate

“Because of Galvin’s Chance I got to meet people who could help me and that is why I am here now working at Browns the oldest hotel in London. Mixing with the right people is important; otherwise I don’t know what would have happened to me.”

Colin – 2010 Graduate

“I am opening Aqua in The Shard as Head Sommelier, Galvin’s Chance was a great start for my career and I would like to thank them for all their help.”

Chris – 2011 Graduate
Fundraising for Galvin’s Chance

Galvin’s Chance relies on voluntary donations and generous sponsorship by individuals and by companies. To help garner support and raise funds, a number of events and campaigns take place annually. Here are some examples:

**MAYFAIR PARK AND TOWER RACE**

Now an exciting fixture in the London racing calendar, the Mayfair Park and Tower Race is a fun run with a difference and an exclusive fundraiser for the programme.

The course starts at Hyde Park’s bandstand opposite London Hilton on Park Lane. Our intrepid runners circumnavigate the Serpentine Lake, pass through the subway under Park Lane, and charge into the Hilton on Park Lane and power up the 28 flights of stairs to the respite of Galvin’s at Windows and the welcome sight of a champagne breakfast.

All funds raised are donated to the Galvin’s Chance programme and will continue to help disadvantaged young people at risk of gun and knife crime by opening up opportunities for gaining sustainable jobs in hospitality.

[mayfairparkandtowerrace.com](http://mayfairparkandtowerrace.com)

**RUMBLE IN THE KITCHEN**

In September 2012 top chefs and personalities from the industry climbed into the boxing ring to help raise funds and awareness about Galvin’s Chance. Marcus Wareing, Will Holland, Fred Sirieix and Monica Galetti were among 22 brave souls who donned boxing gloves and stepped into the ring.

[galvinschance.co.uk/rumble](http://galvinschance.co.uk/rumble)

**THE MINCE PIE PROJECT**

In December 2012 Galvin’s Chance was chosen to benefit, alongside Crisis, from the Mince Pie Project, a 72 hour auction event run by Live & Let Dine.

[themincepieproject.com](http://themincepieproject.com)
Interested in offering a work placement and hiring a talented young person? Want to be a graduate? Or to get involved in our fundraising and events that support Galvin’s Chance, please contact:

T: 020 7 605 7733
E: galvinschance@hilton-foundation.org.uk

Follow us on Twitter @GalvinsChance and on facebook.com/GalvinsChance

galvinschance.co.uk

Galvin’s Chance is an initiative of Hilton in the Community Foundation, registered charity number 1084220 (England and Wales) 038995 (Scotland).

The programme is delivered in partnership with The Springboard Charity, registered charity number 1045411 (England & Wales) SC040506 (Scotland)

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