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## Liz McGivern

### Red Carnation Hotels

#### THE JUDGES

**Linda Halliday**, human resources director, BaxterStorey  
**Martin-Christian Kent**, research and policy director, People 1st  
**David Lowth**, director of human resources, the Dorchester  
**Jon Reed**, operations director, Learnpurple  
**Philippe Rossiter**, chief executive, Institute of Hospitality  
**Sean Wheeler**, group director of people development, Malmaison and Hotel du Vin

Behind every successful hotel company there is a talented team of well-trained staff – and behind that talented team there is usually a committed, inspired human resources manager.

Cue Liz McGivern, whose contribution to Red Carnation Hotels has helped propel the small but expanding collection of worldwide luxury hotels to a new level.

McGivern joined the company in 2001 as training and development manager and used her influence and expertise to revolutionise the learning and training culture. By 2006, she had been promoted to director of human resources and it was at this point that she let her passion for talent-spotting and people development fly.

This year, the company's development plan consists of no less than 62 training programmes, which McGivern either delivers herself or closely manages. Her key achievements, though, include devising and overseeing a dynamic front office training programme, which resulted in an increase of £941,147 in revenue through developing the team's skills in upselling rooms. It has already gained recognition with the Hotel Reservation Service Award for 2008/9 as well as in an endorsement from the Institute of Leadership and Management.

On a day-to-day basis, McGivern manages a department of five in London as well as overseeing five HR managers at Red Carnation's international properties. She also visits colleges and universities to ensure that Red Carnation is on the map for graduates and potential stars of the industry.

Not surprisingly, McGivern's achievements are regularly recognised by the industry. In 2007, she succeeded in securing International Corporate Investors in People accreditation on a company-wide basis.

#### What the judges said...

● "Red Carnation has a reputation for developing great people and Liz's focus on growing leaders of the future makes her a very worthy winner,"

*Jon Reed, operations director, Learnpurple*

● "Through her vision and drive, Liz McGivern has transformed the whole concept of employee engagement within Red Carnation Hotels."

*Philippe Rossiter, chief executive, Institute of Hospitality*

● "Liz has produced some great tools that have really supported and helped each hotel to move its overall performance forward."  
*Sean Wheeler, group director of people development, Malmaison and Hotel du Vin*

#### THE SHORTLIST

**Sam Hayter**, Starwood Central London Hotels  
**Liz McGivern**, Red Carnation Hotels  
**Nick Wyatt**, Von Essen Hotels

#### FORMER WINNERS

**2007** Helen Kalyan, Novotel London West  
**2008** Sean Wheeler, Malmaison and Hotel du Vin