



# first class

## hospitality training and skills

work smarter

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**LONDON**  
DEVELOPMENT  
AGENCY  
WORKING FOR THE MAYOR OF LONDON

**south london business**  
'helping south london prosper'

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### **South London businesses encouraged to deliver a First Class service.**

Local businesses in the tourism, hospitality and leisure sectors will soon be able to benefit from funding to promote the concept and application of workforce training. The London Development Agency – the Mayor's Agency for business and jobs - has awarded South London Business a contract, worth £230,000, to promote and provide opportunities for companies to train their staff.

David Main, South London Business chief executive said "The hospitality sector is constantly changing; new customers, new products, new services. Anyone who works in the business will know that the one constant is often the team at the sharp end – the managers, the waiters, the bar staff. If a business is growing - whether it is a hotel, a restaurant, a pub or a club - the demands placed on its staff will change and often new skills will be required".

'First Class' is part of South London Business's 'Work Smarter' initiative and is designed to take the hassle out of training staff in the hospitality, leisure and tourism sectors. Work Smarter's team of advisers can help a business identify the skills it requires to move forward and draw up training plans for its staff.

A 'menu' of courses has been developed and businesses can choose from 90-minute master classes to five-day accredited training on topics including:

For further information businesses in Bromley, Croydon and Sutton should call 0845 466 4700, businesses in Merton should call 020 8944 5501 and businesses in Hillingdon, Hounslow, Kingston, Richmond and Wandsworth should call 020 8481 0450

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(261 Words)

For further information, contact: Ross Feeney, Communications Manager, South London Business - 020 8256 1281

#### **Notes to Editors:**

**South London Business** is the voice of business in South London – providing both political and practical support

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Telephone: 020 8666 0221 Fax: 020 8681 5330  
Web: [www.southlondonbusiness.co.uk](http://www.southlondonbusiness.co.uk)

- Lobbies pan-London bodies to represent and promote South London's business interests.
- Acts as the official 'landing net' for new investment in South London and in 2002 has worked with an estimated 500 companies to attract new investment into South London.
- Works with key South London businesses to ensure they remain here and prosper.
- Seeks to create a greater sense of cohesion, unity and identity in South London.

**London Development Agency** The LDA prepares the Mayor's business plan for London and mobilises the support and resources of hundreds of partner organisations to help build a thriving economy for London's people, businesses and communities. The LDA is dedicated to improving sustainability, health and equality of opportunity for Londoners.

The LDA invests more than £300 million a year to support the growth of new and existing businesses, the creation of new jobs, and the development of new communities. It works to promote and grow London's strengths as the world's leading financial centre, its most vibrant cultural centre, an outstanding centre for higher education and research, and the busiest global transport hub.

The LDA delivers long-term strategies to tackle structural failures in London's economy, where widespread prosperity exists alongside the highest concentration of unemployment and child poverty in the UK. The LDA focuses its investment on areas of greatest need and greatest potential, so that all Londoners can gain from, and contribute to, London's international competitive success.

**Business Focus:** Business Focus is the trading name of Bromley Borough Chamber of Commerce Ltd. Business Focus will be delivering First Class in Bromley, Croydon and Sutton.

Contact details: Phone: 0845 466 4700 Fax: 0845 466 4701 Email: [info@business-focus.co.uk](mailto:info@business-focus.co.uk)

**southlondon.biz:** southlondon.biz will be delivering First Class in Merton.

Contact details: Phone: 020 8944 5501 Fax: 020 8266 2252 Email: [info@mertonchamber.co.uk](mailto:info@mertonchamber.co.uk)

**Kingston Chamber of Commerce:** will be delivering First Class in Hillingdon, Hounslow, Kingston, Richmond and Wandsworth.

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