

Case Study



Westminster Abbey



Client Details

Sector:	Tourism/Leisure/Travel
Skills Delivery:	Management – Staff Appraisal Leisure/Travel
Client:	Westminster Abbey, London – one of the world’s most recognised religious and historical buildings.
Background:	Westminster Abbey had previously tried to implement a staff appraisal system but had failed. Reasons for this were various but the key issue was a reluctance to accept change particularly among long-standing staff. This was also exacerbated by the management team who didn’t want the responsibility of driving forward new initiatives. The arrival of a forward thinking Receiver General was the catalyst for change. He could see the need for developing the individual and seeing them move to more senior roles within the organisation. Staff appraisal was therefore an important part of this new approach.
Brief:	Design and implement a bespoke staff appraisal system Westminster Abbey’s 150 strong staff. Provide senior managers with the skills and resources to implement an appraisal system which can be used across the board from senior clergy to gift shop staff. Provide a second phase of training for middle management.
Training:	In-house, on-site training. Programme covered <ul style="list-style-type: none">• Understanding the appraisal process• The skills needed for effective appraisal• Appraisal interview preparation• Staff development• The necessary appraisal documentation• A workable action plan for implementation
Feedback:	“Presentation was excellent” “Easy and relaxed” “Informative and entertaining” “Warm, friendly and lacked nothing” “More training days such as these would be very useful to staff.”
Client quote:	“We arranged a bespoke package of management training with PTP. The results were excellent and appreciated by the staff. We would not hesitate to use them again.” David Burden, Receiver General of Westminster Abbey.
Other clients within the Tourism/ Leisure /Travel sector:	Birmingham Royal Ballet Thistle Hotels Hilton International Page & Moy P&O Ferries Tourism New Zealand

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