



THE SUNDAY TIMES

The Sunday Times 100 Best Companies to Work For

Research
conducted by



Arielle Bailly adds a finishing touch to one of the bedrooms at the Landmark London, where staff are keen to learn

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THE LANDMARK LONDON Hotel



Top Scores

Personal Growth	2nd
My Manager	2nd
My Company	3rd
Male/female ratio	55:45
Average age	37
Voluntary leavers	20%
Earning £35,000	14%

New recruits who pass their probation period are invited to stay the night as a guest at the Landmark London Hotel. It's a good way to show staff what makes a memorable experience for guests at the historic hotel, one of the last great Victorian railway hotels to be constructed in the "golden age" of steam.

The hotel opened in 1899 as the Great Central Hotel. The modernised Landmark in Marylebone has been offering five-star treatment since 1995 – and considers its 361 staff to be VIPs too.

More than £60,000 was invested in personal development during the past year, providing English and Microsoft Excel lessons as well as e-learning, job shadowing and extensive management training. Employees find their training of great personal benefit, ranking the company first among mid-size firms, scoring 88% positive.

Managers motivate their team members to do their best every day (86%, first) and the Landmark is the only hotel in the world to have been awarded platinum level accreditation by Investors in People.

General manager Andrew Batchelor is a keen member of the hotel's staff choir and attends regular team teas to talk to colleagues. Every month he invites 10 people to have breakfast with him. Staff feel inspired by his leadership

The
Landmark
LONDON

(85%, sixth) and believe the senior management team listens to their ideas and concerns (84%, second).

Managers regularly express appreciation for a job well done (85%, fourth). People love working for the Landmark (89%) and more than 20% of new hires were recommended by existing employees last year.

landmarklondon.co.uk

