

## Chris Enriches the Team at Manor House Hotel

[Soundtrack: Ambient music plays for the duration of the video.]

[Text: Johnathon Cairns, General Manager at Manor House Hotel.]

[Johnathon Cairns] Well, Chris you know, he's got bags of experience in life, you know. Not just in hospitality but in life. He's just a real warm character to be around.

[Video: Exterior shot of Manor House Hotel's spa]

[Johnathon Cairns] We found that from day dot, you know, just meeting him.

[Video: Sign post pointing left towards 'Reception' and right towards 'Knights Hall' and 'Manor Spa'.

[Text: Charlotte Daghish, DurhamEnable Engagement Officer.]

[Charlotte Daghish] So, Chris. Chris already had experience in working elsewhere as a pool assistant. So, he already had, kind of, the past experience to match to the role as a Spa Host. Chris has a physical disability but that doesn't stop him. He's honestly a firecracker, he's amazing. He's got that warm welcoming personality that you just can't not speak to him. He's just naturally so lovely that I don't know why he wouldn't work in hospitality.

[Video: Poolside in the Manor House Hotel Spa, there's a big electric fireplace under the logo for the Manor House Hotel.]

[Johnathon Cairns] All the team just warmed to him instantly. So, it's a real testament to his character and his charm and the customers love him, as well.

[Video: Poolside in the Manor House Hotel Spa, a Spa Host arranges pillows nearby.]

[Johnathon Cairns] So, in his role as Spa Host, he's already taking on a bit more now and he's training on the reception side of the spa and the admin side.

[Video: A jacuzzi bubbling in the Manor House Hotel Spa.]

[Johnathon Cairns] In terms of the physical aspect of the role, it was key that we made a bit of a change to give him a bit more support and a bit more flexibility within that.

[Video: Poolside inside the Manor House Hotel, two ferns stand either side of a piece of wall art.]

[Video: Inside the Manor House Hotel Spa, a Spa Host arranges furniture.]

[Charlotte Daghish] He needed reasonable adjustments to, kind of actually, make sure his health and safety was put first and Johnathon was one hundred percent on board with that. That physical barrier should never stop anyone from being in employment and that's exactly what Johnathon has created here.

[Video: Exterior shot of the Manor House Hotel, a sign reads 'Manor House Hotel & Spa, Award Winning Restaurant, Wedding and Events Venue'.]

[Johnathon Cairns] In terms of us as the Manor House Hotel and Spa, we would've moved Heaven and Earth to get him a job role within the business, whether it be one job or the job he wanted, if it wasn't going to work for him, we were going to find something because you can't train what he's got. We're just chuffed to have him, really.

[Text: Funded by UK Government logo, DurhamEnable logo, (A brighter future for inclusive employment [www.durhamenable.info](http://www.durhamenable.info)), Durham County Council logo.]