

Riley Blossoms at Manor House Hotel

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

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

[Johnathon Cairns] So, Riley joined us on that eight-week placement as a Food and Beverage Assistant primarily focussed on the breakfast element of the service.

[Video: Interior shot of the Manor House Hotel restaurant.]

[Johnathon Cairns] So, she came in on that first initial show-around and was really attentive and really unsure of what she was trying to achieve.

[Video: Sign with the Manor House Hotel video that reads 'Hotel Reception & Lounge Bar'.]

[Text: Charlotte Daghish, DurhamEnable Engagement Officer]

[Charlotte Daghish] I met Riley for the first time when we did a workplace tour. She was very shy, very quiet but she did little things, like she would open the door for me and let me go first and that was just the first little inkling and I thought, "she's going to fit in".

[Video: Interior shot of neatly set tables in the Manor House Hotel restaurant.]

[Charlotte Daghish] Johnathon, kind of said, "Next thing we want to do is get you into work more" basically because we need to see her in a busier shift, and she just took to it like it was nothing.

[Video: A Food and Beverage Assistant neatly rearranges a table in the Manor House Hotel restaurant.]

[Johnathon Cairns] Literally after the first shift, her confidence just blossomed, and I think to a testament to Riley when we came back and did that review meeting after a couple of weeks she served some coffee to Charlotte from DurhamEnable and Charlotte couldn't recognise her in terms of who she was at that initial meeting.

[Video: A Food and Beverage Assistant cleans up a table in the Manor House Hotel restaurant.]

[Charlotte Daghish] I think she just owns the place if I'm being honest, I think she's telling Johnathon what to do. I honestly love to see her, now it's a completely different person.

[Video: A Food and Beverage Assistant cleans up a table in the Manor House Hotel restaurant.]

[Charlotte Daghish] She's just comfortable where she is and that's all thanks to Johnathon and the extra support that we've offered.

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