

Charlotte Mason, Compass Academy Apprentice Surrey



A year ago Charlotte started her Apprenticeship with the Compass Academy, Compass Group UK & Ireland's flagship apprenticeship programme. People 1st caught up with her to see how the experience has changed her over the past year.

Having pursued the Apprenticeship programme as a means to a career change, Charlotte had come to expect a lot from the future. Starting out in a new career was a big step and pursuing this through an Apprenticeship route gave Charlotte the opportunity to consider a sector and a career path she would not have otherwise done.

When we last met Charlotte she was very involved in working at high profile events where Compass was responsible for the catering such as Wimbledon, the BRIT Awards and the Grand National. These experiences coupled with training courses essential to the apprenticeship programme and time spent at her assigned place of work, a large a law firm, provided Charlotte with the new start and career progression she was seeking to prepare her for the future management roles she aspired to.

A year on, Charlotte has found the training, development and reality of work experience in the hospitality frontline a real confidence booster and to top it all, Compass has offered Charlotte a permanent position as trainee manager at the firm, before even finishing the Apprenticeship programme.

“Being given responsibility from the start has helped me be more focused and driven, which has been extremely rewarding for me as well as beneficial to my employer who has benefited from my resilience and dedication. I have been given the opportunities to get the most out of my apprenticeship with Compass and I've learnt so much about the catering industry, the business and our clients in the process.”

Charlotte recognises that by becoming so involved in the business and being trusted with responsibility, she has had the opportunity to become part of a huge Compass professionals' network, attending events and meeting professionals from diverse backgrounds who have both the knowledge and the experience that are form a crucial part of her development.

Charlotte has really enjoyed her time being part of the catering team at the law firm where she is based and has been completely dedicated to carrying out her role to the best of her abilities and working closely with colleagues and her manager to develop her skills and improve her knowledge: “It has been great get involved in so many different areas of the business and I have really enjoyed arranging events and sorting out with the logistics, catering and entertainment and getting positive feedback from the client.

“My focus is now training to become a manager at this site as well as managing the events. During functions I manage staff from the initial setting up of the event right through to the end, whilst also dealing with clients to ensure all their needs are met and that the event is within budget.

“The experiences I have encountered make it so rewarding and I feel I have found a career that excites me, a great team to support me and an excellent employer whose values fit with mine.”

“I believe I made a great choice in joining the Compass Academy” says Charlotte. “Now that I know I want to pursue a career in events catering management, I can give it my all to develop the skills needed in this area and hopefully become a head of department one day”.