

## Blundell's of Liverpool McDonald's Apprenticeships



We talk to Lucy Blundell, Group HR and Training Manager at Blundell's of Liverpool McDonald's, Apprentices Olivia Hughes and Martina Remito about what apprenticeships bring to their business and the apprenticeship experience.

### The Employer Perspective:

Lucy Blundell, Group HR and Training Manager

**Q.** How has your organisation benefitted from recruiting apprentices?

**Lucy:** The Apprenticeship programme has been a fantastic opportunity. It has been so encouraging to empower our apprentices through gaining further qualifications. I know our apprentices have really enjoyed their learning experiences, some of whom have even felt empowered into further learning. They have since climbed the McDonald's career ladder, now holding senior positions with great responsibilities within the restaurants.



Lucy Blundell

**Q.** What advice would you give to potential apprentices wanting to join your business?

**Lucy:** We have a fantastic environment for learning new skills and building confidence. We have an experienced training team that supports both learning from others, on-the-job learning, and the ability to also facilitate the required formal learning. It truly is empowering to be able to learn whilst you work and to put into practice your new skills and greater understanding for the job.

**Q.** What advice would you give to other businesses who are thinking about recruiting apprentices?

**Lucy:** To manage your time well and be disciplined whilst working towards deadlines. Keep communicating with your line manager to ensure you receive the time required for formal learning, particularly whilst working towards a deadline.

### The Apprentice Perspective:

Olivia Hughes and Martina Remito



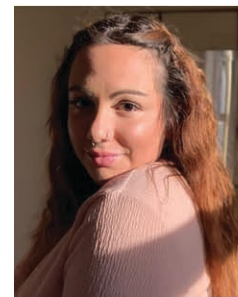
**Q.** How did you find out about your apprenticeship?

**Olivia:** I was introduced to the apprenticeship by my previous manager who told me about the scheme. I then went to meet with the people manager, did my own research into the apprenticeship and found it was a perfect fit for me. I decided to choose this route as I had always wanted to go to university, but never knew what to choose to study. I knew I wanted it to be business related and the fact I get to work as well as study was the perfect balance.



Olivia Hughes

**Martina:** When I got nominated for level 2 the training manager at the time told me it would be a great opportunity for me, as an Italian citizen with only a diploma I thought it would help me get better opportunities in the future. With level 3 I want to get further in the company and I think it will help me a lot in the way as I have someone else outside my work place that can help me understand how the hospitality industry and the company works more in depth.



Martina Remito

**Q.** What's being an Apprentice like?

**Martina:** I like that I have the chance to still work full time and be on the floor putting into practice what I learned.

**Q.** What advice would you give to someone who is thinking about becoming an apprentice?

**Olivia:** The best thing to say would be why not? This is a perfect balance for both work and study. You'll get full support from the teachers and your managers at work. Also, by completing this apprenticeship you'll work with other employees from different restaurants. They understand that work can be busy at times. We all share our stories and bring back what we have learnt to our own store to hopefully make a positive change.

**Martina:** Sometimes it's hard balancing work with homework, but it will be worth it at the end!