

CASE STUDY

Southern Railway

Debbie Snelling is the Accounts Payable/Receivable Manager at Southern Railway where part of her remit is to organise a specific set of training exercises. The most important of these is Incident Care Training: teaching staff how to cope with unforeseen and potentially fatal incidents such as derailments or the events of 7/7. Southern Railway was already using Roffey Park as a venue for other courses so for Debbie, it was a natural choice.

“Southern has been using Roffey Park in a variety of capacities for several years and it came highly recommended as a venue for learning. I organised my first event there last year and I’m now preparing for the second. We’ve increased the number of delegates from 48 to 65 as a result of last year’s success. The overnight course consists of interactive exercises combined with guest presentations. For me, it is essential that these elements come together seamlessly and Roffey Park’s staff are instrumental in making that happen.”

“Roffey Park is much nicer than a conventional hotel; it’s far removed from the often impersonal approach of the corporate chains that welcome you at the door but then leave you to get on with things. At Roffey Park, nothing is ever too much trouble – you need only mention it and they’ll make it happen quickly and discreetly. In fact, often, they’ll suggest and pre-empt your needs so you needn’t mention it in the first place! The staff are genuinely friendly and combine the highest level of professionalism with a personal touch.”

“But most importantly, it is the perfect venue for learning. The grounds are fabulous; you can get up early and go for a walk or a run in the woods. We

even have some of the classes outside when the weather is good. It’s the peace and tranquillity that makes Roffey Park so conducive to learning – it has a lovely feel to it. People enjoy being there because it’s not stuffy and that definitely improves the learning process. It allows you to forget about the pressures of the office and do something different.”

“Moreover, the catering is out of this world. There’s always plenty of choice, which is important when I have halal, kosher, vegetarian and gluten-free delegates. Plus, they’re happy to go the extra mile and provide a barbecue with a live band, for example. Then at the end of the evening, you can retire to the fully-licensed bar or to the spotless, spacious bedrooms.”

“I solicit feedback on the courses I organise and Roffey Park has proven incredibly popular. Everyone remarked on how wonderful the venue is and how it helps foster a learning atmosphere. I’ll definitely be using Roffey Park again in the future and wouldn’t hesitate to recommend it to friends and colleagues.”

