

LORE
GROUP

MANAGEMENT
DEVELOPMENT
PROGRAM





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LORE

GROUP

At Lore Group we create storied hotels for the long term, inspiring our teams and our guests.

Our hotels and the restaurants and bars within them are at the heart of their communities. They are businesses with longevity, and our commitment to them and the teams who work there is for the foreseeable future. Hospitality comes first at our hotels.

We take pride in our team of people, attracting some of the best talent in the hospitality industry to deliver extraordinary experiences. We seek out unique opportunities in major cities around the world: and when we find them, we bring the hotels to life by remaining true to their architecture, design, and neighbourhood.

We believe that the passion, care, and generosity of spirit that we bring to our businesses is rewarding to everyone that experiences our hotels. These rewards create a virtuous circle that, we believe, will enable the continued growth and success of Lore.

Hospitality is the heart of what we do. We are a team of people who like people, and we tailor guest experiences around the time, place, and occasion.

OUR HOTELS



HOTELS BROUGHT TO LIFE BY PEOPLE AND PLACE TO CREATE STORIES THAT LAST.

Lore Group is an international hospitality company that designs, transforms, manages and operates hotel and food and drink concepts in notable cities across Europe and the United States. We deliver approachable and inspired spaces to our guests from around the world – thoughtful design and interesting use of space is at the core of everything we do.


SEA CONTAINERS
LONDON

one hundred
shoreditch

PULITZER
AMSTERDAM

KIMPTON
DeWitt
AMSTERDAM

900 F ST NW
RIGGS
WASHINGTON D.C.

LYLE
WASHINGTON DC

OUR HOTELS: SEA CONTAINERS LONDON













DESIGN YOUR CAREER





Design your Career is Lore Group’s Management Development Programme. It offers the opportunity to develop your career, and fast track your experience in order to nurture you into one of our group’s future leaders.

We provide hospitality graduates and experienced hospitality professionals with the opportunity to gain in-depth learning and hands on experience. This takes place across a range of operational departments, within different properties and even multiple countries.

There are two paths within Design Your Career:

- 01. ROOMS DIVISION**
- 02. FOOD & BEVERAGE**

By undertaking Design your Career, we will develop your supervisory and management skills through a strategic learning plan and increasing operational responsibility as you progress through the programme.



The Design your Career in Rooms Division programme will give you experience within all areas of the division, allowing you to develop your understanding of how the department operates, and give you the skills to become a future Rooms Division Manager within Lore Group.

Throughout the programme, you will experience the different departments that make up Rooms Division which depending on the region within which you undertake Design your Career, could include;

Guest Services - Guest Service Agent / Guest Service Supervisor

Housekeeping - Room Attendant / Floor Supervisor / Housekeeping Coordinator

Bell & Door Team - Bellperson / Concierge

Reservations - Reservations Agent / Reservations Supervisor

Front Office - Front Desk Agent / Front Desk Supervisor / Assistant Front Of House Manager

The order of rotation will depend on the graduate's individual development and the hotels operational need.



DESIGN YOUR CAREER: FOOD & BEVERAGE



The Design your Career in Food & Beverage programme will give you a taste of working in a variety of our world class food & beverage outlets, including our award-winning bars, destination restaurants and our meetings and event venues.

Throughout your programme, you will rotate through the different departments within Food & Beverage which, depending on the region you undertake Design your Career, will include;

Heart Of House - Porter / Supervisor

Culinary - Commis Chef

Restaurant - Breakfast Waiter / Waiter / Supervisor / Assitant Manager

In Room Dining - Room Service Waiter / Room Service Supervisor / Assitant In Room Dining Manager

Bar - Barback / Cocktail Waiter / Bartender / Bar Supervisor

Meetings & Events - Events Waiter / Events Supervisor / Assistant M&E Manager

The order of rotation will depend on the graduate's individual development and the hotels operational need.



We offer two programs, Design your Career, and Design your Career – International

DESIGN YOUR CAREER
12 MONTHS

Design your career will take place within a single Lore Groups region, rotating between the two hotels within that region. You will spend the first 6 months in a line level position across 2 departments within your chosen specialism at one hotel, before progressing to the second hotel in a Supervisory position for the subsequent 6 months. This can be within one or 2 outlets or departments.

DESIGN YOUR CAREER
INTERNATIONAL
24 MONTHS

Design your Career International is our enhanced Management Training Scheme, in which you will complete the first 12-month programme in one country, and then progress for an additional 12 months in a different country.

The second stage of Design your Career international will begin at supervisory level, before progressing into Assistant Management level role for the final 6 months.

DESIGN YOUR CAREER ONE COUNTRY	MONTH 1 - 12	HOTEL 1	6 MONTHS - LINE LEVEL	3 MONTHS - DEPARTMENT 1
		HOTEL 2	6 MONTHS - SUPERVISORY	3 MONTHS - DEPARTMENT 2
				3 MONTHS - DEPARTMENT 3
				3 MONTHS - DEPARTMENT 4
DESIGN YOUR CAREER INTERNATIONAL TWO COUNTRY	MONTH 1 - 12	HOTEL 1	6 MONTHS - LINE LEVEL	3 MONTHS - DEPARTMENT 1
				3 MONTHS - DEPARTMENT 2
		HOTEL 2	6 MONTHS - SUPERVISORY	3 MONTHS - DEPARTMENT 3
				3 MONTHS - DEPARTMENT 4
	TRANSFER TO SECOND COUNTRY			
	MONTH 13 - 24	HOTEL 3	6 MONTHS - SUPERVISORY	3 MONTHS - DEPARTMENT 1
				3 MONTHS - DEPARTMENT 2
		HOTEL 4	6 MONTHS - ASSISTANT MANAGEMENT LEVEL	6 MONTHS - DEPARTMENT OF CHOICE/ BUSINESS NEED



LEARNING & DEVELOPMENT

Throughout Design your Career, you will be given a range of different learning and development opportunities provided by the Regional People & Culture Teams. This will include beginning your programme with a full company orientation to introduce you to Lore Group, and the hotels within your region, as well providing an insight into the culture we create within our properties.

You will progress through a planned programme of internal training sessions that will be tailored by each region, but will all include key topics, such as supervisory/managerial skills training, recruitment training and leadership development.

MENTORSHIP

For the duration of the programme, you will be assigned a personal mentor from the regional leadership team. You will meet with them on a monthly basis, and they will provide support and guidance in professional development and in all matters throughout the programme.

ONE TO ONE TIME WITH THE REGIONAL GENERAL MANAGER

On a quarterly basis, you and your fellow graduates will have the opportunity to spend time with the Regional General Manager for sit-down discussions and the chance to spend a day shadowing them to gain insight into a day in the life of a General Manager.

DEPARTMENTAL SHADOWING

In the final part of your programme, you will have the opportunity to shadow or cross train in an agreed support function of your choice for a short time, such as Sales, Marketing, HR or Finance.



As part of Design your Career, you will have the opportunity to undertake a unique business focused project that will allow you to really make your mark at Lore Group. This project will be to resolve, adapt, or improve a real-life system or process within the group.

At the end of your programme this project will be presented to Regional or Group leadership, with successful outcomes being implemented permanently to the business.

One of the best parts of Design your Career is the people you will meet, and the friends you'll make. Contacts gained in the early stages of your career can last a lifetime.

Each year, we will bring all Design your Career graduates to one of our destinations in Europe or the US for a leadership event, allowing you to bond with your fellow graduates and get to know more of the wider Lore team. This event will include keynote speakers and external training sessions.

OUR PEOPLE





DAVID TAYLOR

CEO LORE GROUP

Prior to joining Lore Group as Chief Executive Officer, David led the transformation of a number of UK hotels developing the Principal brand under the ownership of Starwood Capital and latterly Covivio with the management of the hotels assigned to Intercontinental Hotels Group.

David previously launched The London EDITION as General Manager where under his leadership the hotel won multiple awards including the prestigious Catey Hotel of the Year award.

He is associated with other high profile openings and re-positioning projects such as the original Hoxton Hotel in Shoreditch, along with the Great Eastern Hotel and Sofitel St James in London.

His dedication to promoting best practise within the hotel industry has been recognised and he was awarded a Master Innholders Scholarship in 2009 and invited to join the prestigious Master Innholders as a member in 2012.

David was awarded “Manager of the Year” in 2015 and the highly coveted “UK Hotelier of the Year” award for 2018/2019 by The Caterer Magazine.

David is passionate about people and committed to the training and development of hospitality professionals. For the last three years he has served as a Trustee at The Savoy Educational Trust - an independent trust to advance education, learning and skills in the hospitality industry.

A handwritten signature in black ink, appearing to read 'David Taylor', with a long horizontal line extending from the end of the signature.

JACU STRAUSS

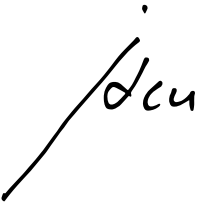
CREATIVE DIRECTOR LORE GROUP

Jacu is the Creative Director of our group. Throughout the design process of each of our hotels, Jacu places emphasis on exploration and experimentation as a means to showcase the beauty and characteristics of each project and its context, uncovering the stories that bring to life the destination in which each Lore Group property sits.

Jacu and his team led the complete redesign of our award-winning Dutch hotel, Pulitzer Amsterdam, and our U.S. properties, Riggs Washington DC which opened in February 2020 followed by Lyle which opened in April 2021. Most recently the team have overseen the redesign, refurbishment

and launch of One Hundred Shoreditch, a well-known hotel in East London. Jacu and his team design and create bespoke furniture, fixtures and equipment for each project. In addition, as Senior Designer at Tom Dixon's Research Studio, Jacu designed South Bank lifestyle hotel, Sea Containers London, and has since re-imagined various spaces throughout the hotel, including the award winning Lyaness bar, as Lore Group's Creative Director and Designer.

In concepting and designing both Pulitzer Amsterdam and Riggs Washington DC, Jacu relocated to each destination in order to live and breathe them, ensuring that the properties reflect the communities around them.





RYAN CHETIYAWARDANA / ‘MR LYAN’

LORE GROUP BRAND PARTNER - GLOBAL BAR INNOVATOR

Ryan Chetiyawardana (A.K.A Mr Lyan) has been involved in several of the World’s best bars for over eighteen years. He helped take the last six of these onto national and international titles and all featured in the ‘World’s Best Bars’ list for 50 Best. In 2018, his bar Dandelyan, located at Sea Containers London, was named “World’s Best Bar” by 50 Best Bars. He has been named UK bartender of the Year twice and in 2015 was named ‘International Bartender of the Year’. In 2019, Ryan was named No 5 in the Business Insider most influential figures globally in food & drink, and was named in the inaugural Bar World 100 as the most influential figure in drink around the world by Drinks International. In 2020, Ryan

joined the 85+ world leading experts when he launched his first series as a MasterClass instructor.

He has several ‘Mr Lyan’ bars. His first, ‘White Lyan’ – the first cocktail bar in the world to feature no perishables – which was awarded ‘Best New International Cocktail Bar’ at the 2014 Spirited Awards, closed to make way for ‘Super Lyan, London’ in April 2017, and sustainably driven restaurant ‘Cub’ in September 2017 – all three being awarded a rare 5 star review from Timeout. ‘Super Lyan was named ‘Best Bar’ at the 2018 Foodism Positive Change awards, and Cub was named ‘Restaurant Bar of the Year’ at the Evening Standard Restaurant Festival Awards as well as No 12 in Timeout’s

top 50 restaurants. In 2019, Dandelyan was closed to make way for a new approach to cocktails in the form of Lyaness in the Sea Containers Hotel, whilst Super Lyan was relocated to Amsterdam. Super Lyan was named best hotel bar at the GQ Awards in The Netherlands in 2020. Lyaness was also faithfully re-created in New York City as part of the ‘Priceless’ Culinary Series by MasterCard running in three blocks between March and December 2019. In February 2020, Silver Lyan opened in Washington DC as his first US venue, and was named Best New Bar in America at the 2020 Spirited Awards. The latest in this line up, Seed Library, opened in 2022 in the basement of One Hundred Shoreditch.

Mr Lyan

STORIES FROM OUR TEAM



MEET CAROLINE VAN KESSEL - HOTEL MANAGER, PULITZER AMSTERDAM.

“

After graduating in 2008, I started my career as a receptionist at a 5* hotel in The Hague and from there moved to

several positions within the Front of House Department in several hotels in The Hague and Amsterdam. In 2013 I joined Pulitzer Amsterdam – back then still a Starwood property. I immediately fell in love with the unique history and family feeling this hotel has and stayed on when Lore Group acquired the property and started an extensive renovation and rebranding. Being PA of the General Manager at that time, I was involved in many projects around the renovation and reopening of the hotel – a fantastic opportunity for me to develop myself in multiple aspects and getting to know the hotel inside-out. After a short move to a Human Resources role for 10 months, I decided that I missed the hustle and bustle of the hotel operation and applied internally for the role of Rooms Division Manager, which I held for 3,5 years.

In June 2021 I got the fantastic opportunity to become Hotel Manager for the Pulitzer – a big honour and an opportunity I seized with both hands!”

How has Lore Group helped you to develop?

I am extremely grateful for the development opportunities I got at Lore Group. It is really a company that puts people first and if you show the right attitude and are willing to put in some work to learn and grow, the opportunities are endless! The fact that it is a relatively small group creates a family feeling and people here are really treated like humans and not like numbers – I think they do a fantastic job in helping people reach their full potential.

What is your biggest achievement while at Lore Group?

Being part of the renovation and rebranding of Pulitzer Amsterdam was a fantastic opportunity and reopening the hotel after 1,5 years of hard work with all bits and pieces coming together, felt like the biggest team effort I have ever been a part of. I still remember opening the doors at 6AM on

opening day – it was a magical moment I’ll never forget! Next to that, getting the opportunity of becoming Hotel Manager for such a unique and beautiful hotel is a huge achievement in my career and makes me incredibly proud!

What piece of advice would you give to MDP Graduates joining Lore Group?

Attitude makes all the difference in life; always try to see the brightside, even when things become really difficult – a positive attitude makes your life easier and happier. And never ever forget we are in a people business; be kind, genuine and humble and always treat everyone with respect! And don’t be afraid to make mistakes – they help you grow.

What does the future hold for you?

I am really excited and looking forward to rebuilding our business after the COVID period and to really do what I love most; working together with the team, welcoming guests and making sure they have a fantastic experience! I can’t wait for the future to start!



MEET BO VAN STRIJLAND - GLOBAL ENTERTAINMENT SALES MANAGER.

“

I'm a born and raised Dutch girl with a strong passion for the hospitality industry. I started my career by

working in bars, selling high-end winter clothing, and helping out at our local family restaurant. Having found my passion, my uncle introduced me to Hotelschool The Hague, where I completed my Bachelor degree in 2015. For my final internship, I was Sales Trainee for Starwood The Netherlands, including our first hotel Pulitzer Amsterdam, where I then started my Sales career as Sales Specialist taking on the Entertainment industry and making it one of the key markets for the hotel. After three years, I was ready to next step, which was a move to London, and look after the entertainment industry for all of Lore Group's hotels.”

How has Lore Group helped you to develop?

From the moment I finished my Sales traineeship, Lore Group took me on as the first Sales Specialist at Pulitzer, moving into Sales Manager, and within three and a half years from the start, becoming a Global Entertainment Sales Manager for the group. Throughout the past 7 years, I have been given every opportunity to learn, have been pushed outside of my comfort zone to grow, and becoming the person I am proud to be today.

What is your biggest achievement while at Lore Group?

Moving from Amsterdam to London to take on a Global Role within the group, while being at the forefront of the growth of Lore Group. With only two hotels in 2019, to six hotels in 2022, I was able to create global awareness of our hotels and group, while generating revenue across all regions within the entertainment industry segment.

What piece of advice would you give to MDP Graduates joining Lore Group?

Be curious, eager to learn, kind to the people around you, and work hard towards what you want to become personally and professionally. Being open to new experiences and enhance every opportunity that comes your way. All while enjoying it to the fullest.

What does the future hold for you?

Continue to grow as a hospitality professional (both in sales and beyond), lead a team, and to further grow with Lore Group as we expand across the globe being one of the key influencers in the hospitality industry.



MEET **FILIPPO ERRIGO** - RESTAURANT FLOOR MANAGER - SEA CONTAINERS.

“

Being Sicilian, I’ve always been in love with food and wine and full of passion for the hospitality life. Starting my career was just a case of getting my first opportunity at Sea Containers London when I moved from Sicily 6 years ago. and this is still the only work place I’ve called home. I started as a runner, and progressed through all positions to become Restaurant Floor Manager 6 months ago. I love working with people and I like to share my story with the guests. I love challenges & competition; they make me excited every day and push me to do better all the time.”

Being Sicilian, I’ve always been in love with food and wine and full of passion for the hospitality life. Starting my career was just

How has Lore Group helped you to develop?

Since I started in Sea Containers London, Lore Group has always given me the chance to grow inside the company, trusting in me all the time, and giving me the opportunity to make an amazing career, step by step in the company. They gave me the opportunity to learn all the time, and offered whatever I needed with training and courses.

What is your biggest achievement while at Lore Group?

My biggest achievement is starting from an entry level position with limited spoken English and becoming part of a management team within a few years. One more thing that made me very proud of my job, is being the winner of employee of the quarter last year, after one of the hardest years for the industry going through covid.

What piece of advice would you give to MDP Graduates joining Lore Group?

Never give up, push hard until you get wherever you want to get. Be humble, listen and learn from those who have the experience, this is very important and will help you to become a great leader. Also, always believe in yourself and don’t give anyone the opportunity to tell you are not able to do something.

What does the future hold for you?

That’s a very good question. To be honest, the hospitality world is infinite and can give you new opportunities every day. I think I will continue this way, growing more and learning every day and trying to share my knowledge with new people and the next generation.



TO APPLY

IF YOU'RE INTERESTED IN DESIGNING
YOUR CAREER WITH LORE GROUP,
PLEASE SEND YOUR CV AND A
COVER LETTER TELLING US WHY
YOU'RE THE IDEAL CANDIDATE TO
CAREERS@LOREGROUP.COM

