



Press release

24 June 2021

Cromlix Develops Hospitality Talent and Careers As Hospitality Industry Struggles with Staff Shortages

As the hospitality industry struggles with Covid and Brexit related staffing shortages, Cromlix Hotel in Dunblane has announced promotions for four team members who have all worked at the five-star hotel for a number of years.

Cromlix introduced a structured training plan for team members when the hotel reopened in 2014 in an effort to recruit and retain local talent, a vision which was at the heart of Andy Murray's decision to purchase the hotel. In the face of staffing shortages affecting the entire hospitality industry, Cromlix is delighted to be able to retain these key members of the team who have developed their skills and knowledge at the hotel.

The promotions include:

- **Lauren Chappell - promoted to Assistant General Manager.** Lauren started at Cromlix in September 2016 as Assistant Restaurant Manager. She was a finalist in the Gold Service Scholarship - the most prestigious front of house service award in the UK and was quickly promoted to Restaurant Manager in 2018. She is a natural leader who has an incredible manner with guests and team members which will stand her in good stead as Assistant General Manager.
- **Emma Burgess - promoted to Restaurant Manager.** Originally Emma started at Cromlix in 2014 as a waitress with no experience in hospitality. Over the years she has worked her way up to supervisor positions, and Assistant Restaurant Manager. In 2018 ICMI offered her the opportunity to go to the Caribbean as the Assistant Manager at the Plantation Hotel. Emma returned to Scotland during the 2020 pandemic and re-joined the team in a Support Manager's role filling gaps across the hotel. Her varied experience will make her an excellent Restaurant Manager.

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- **Lee Mackie - promoted to ICMI Relief Manager.** Lee started at Cromlix in 2014 a couple of months after the hotel opened as a part time hall porter and host. From there he took on positions in the restaurant and bar, and when it became clear he wanted to pursue a career in hospitality, the hotel drew up a six month plan to train him up to Duty Manager. In this role he has excelled and is very much a favourite amongst team members and guests. Cromlix will be sad to lose Lee, but are delighted he has accepted this new role within the ICMI group.
- **Caitlin Swart - promoted to Assistant Restaurant Manager.** Caitlin first joined from South Africa in 2016 working behind the bar. She left at the end of the season but returned in 2018 having decided she wanted to pursue her career at Cromlix. In 2019, she was deservedly promoted to Duty Manager in the restaurant and was a semi-finalist in the Royal Academy , Annual Awards of Excellence as well as attaining a HIT Scotland scholarship for management.

Commenting on the promotions General Manager, Graeme Green, said: "At Cromlix we think it is better to develop our own stars rather than find them, and we have had lots of success stories with our staff development. The team that have just been promoted have worked their way up through the ranks at the hotel, and it's been great to closely follow their career progression. Many of us, including myself, Darin, our Head Chef and Anabela, our Head Housekeeper, have worked at Cromlix since it reopened in 2014 and we believe our team members stay here because it's a great place to work. We pride ourselves on investing time and energy into keeping them happy and motivated and that in turn ensures our guests get the five-star experience they want from us."

Lauren Chappell added: 'I'm really looking forward to taking on this new role at Cromlix. The hotel has always encouraged me to challenge myself career-wise and given me the support to do so. We have a great team here and it's a brilliant place to learn on the job, for anyone who is interested in a career in hospitality."

For more information about Cromlix or job opportunities at the hotel, please visit cromlix.com

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Editors Notes

Cromlix Hotel was bought by former world number one tennis player Andy Murray in 2014. Since then the hotel has been totally refurbished and is now part of the [ICMI](#) group. The hotel has 15 bedrooms and a self-catering Lodge house. Situated in 34 acres of private grounds, Cromlix also has its own chapel, loch, award winning Chez Roux restaurant and tennis court.

For more information about Cromlix, visit <https://cromlix.com>

Cromlix is part of the ICMI Collection.

Inverlochy Castle Management International (ICMI) manages renowned independent properties around Scotland and in the Caribbean, including:

- Blanefield House, near Turnberry
- Cromlix, Perthshire
- Crossbasket Castle, Glasgow
- The Colonel's House, Muirfield
- The Factor's Inn & Cottage, Highlands
- Greywalls Hotel, Muirfield
- The Inch, Fort Augustus, Loch Ness
- Inverlochy Castle, Highlands
- Rocpool Reserve, Inverness
- The Liming, Bequia

For further information about ICMI visit: www.icmi.co.uk