



INSTITUTE OF HOSPITALITY

‘MENTOR ME’ POLICY AND OVERVIEW

As the hospitality industry’s professional body, the Institute of Hospitality promotes professional growth from the earliest stages of a hospitality career through retirement. During the course of a hospitality career, Institute membership offers opportunities to its member for continuing professional development (CPD). These activities include networking events, the promotion of academic research and learning, online learning and management-focused resources and publications.

The Institute’s Mentor Me programme is *mentoring with a difference*. It matches recent graduates and those newly employed in a hospitality management role with a seasoned industry manager holding MIH or FIH status. Mentor Me aims to provide *both* participants with a *mutually beneficial guided learning experience* suitable to their respective levels.

Mentor Me – a Singular Experience

A mentor is typically a knowledgeable professional who works with a mentee - a less experienced person - to help grow and advance the mentee’s career and networks. However, many mentors claim they often reap as many rewards from the mentoring relationship as their mentees. One of the most important is making young managers aware of the benefits, career advancement and variety of sectors offered by the industry.

The Institute’s programme is unique in that it focuses on continuing professional development (CPD) for both mentor and mentee. The mentor shares professional knowledge on a one-to-one basis with the mentee and passes on industry best practice and ‘lessons learned’. In return, mentees share their experiences and newly gained knowledge with mentors for a mutually enriching mentoring relationship. Supplementary guided monthly learning materials – some of which are exclusive to the Institute - are tailored to the management level of the mentors and mentees.

The mentor and mentee are not employed by the same organisation and confidentiality is a part of the process to promote a trusting professional relationship.

The Benefits of Mentoring

Mentoring offers significant benefits for the parties involved. It is an excellent method for sharing knowledge and skills across generations and gives managers an opportunity to impart expertise to each other. Although the role of mentor requires extensive management experience, some MIH in their twenties may be suitable as mentors.

Mentoring encourages:

- The development of well-qualified new managers to fill the industry's current and projected management vacancies
- New and established members to network, engage with other industry professionals and connect with the Institute and its branches
- Enhanced member knowledge of career success factors, the importance of career networks and the breadth of opportunities within hospitality sectors
- The creation of a lasting career network that also strengthens the perception of hospitality as a lifelong profession
- The development of new managers' professionalism to increase the likelihood of promotion
- Enhanced awareness and understanding of the importance of mentoring in career development
- The provision of mentoring relationships where mentoring may not be available
- Members' increased understanding of the diverse hospitality perspectives, sectors and experiences
- The growth of emerging talent for future branch leadership roles
- The advancement and support of new managers in line with the Institute's Management Standards

Benefits to participants:

- Increase a personal network of hospitality professionals through formal and informal networking processes
- Gain inspiration
- Learn mentoring, communication, feedback and effective meeting management skills
- Earning CPD points from the Institute
- Leveraging leadership skills for use in a future or current role
- Learning best practices in hospitality sectors and at different levels
- Assisting in identifying areas needed for professional growth and development
- Obtaining new knowledge and insights about the profession
- Overcoming career obstacles and clarifying career directions and long-term goals
- Obtaining constructive feedback
- Learning more about the Institute's role, member benefits and structure as the industry's professional body
- An opportunity to increase capabilities and the possibility of progressing to Member (MIH) and Fellow (FIH) status

Eligibility

To ensure a benefit from the scheme, both mentors and mentees should understand the requirements for participation and be prepared to commit the time needed for the mentoring relationship.

A mentor will be:

- An experienced hospitality management professional working within the hospitality industry and will have attained **Member (MIH) or Fellow (FIH) status**

- A manager who can **commit the required time, preparation and consideration needed to mentor a new hospitality professional**
- Someone looking to give something back to the hospitality industry
- Open to having a two-way dialogue and learning from a new professional
- Aware of the need to show good judgment in the sharing of information with impressionable new hospitality managers
- Compliant with the Institute's Code of Conduct (located in the Institute's Bye-laws) and promote the understanding of industry ethics and the standard of professional behaviour expected of Institute members
- Employed by an organisation other than the mentee's to encourage confidential and trustworthy communication
- In agreement with the requirements of this policy

A mentee will:

- Be a recent hospitality graduate from a recognised UK college or university and the recipient of a degree or qualification. Alternatively, someone who is employed in their first hospitality management role, but is not a hospitality graduate, may be eligible for participation
- Be committed to the mentoring process because the mentors are senior industry professionals who have committed their valuable time to support a mentee as well as undertake their own CPD
- Be an Affiliate or an Associate (AIH) of the Institute
- Retain membership during mentoring
- Understand the importance of lifelong professional development and membership of a professional body
- Familiarise themselves with the Institute's Bye-laws, including the Code of Conduct, and meet the expectation of confidentiality during and after the mentoring process
- Agree to the requirements of this policy

Structure

This policy sets out the guidelines for the use of the Institute's mentoring in the UK.

- Mentoring meetings are for learning purposes. The aim is to meet the mentee's goals and objectives as well as examine topical industry issues
- Mentors will be learning how to mentor through assigned reading
- Monthly Meetings are to be scheduled once a month for a six month period for at least one hour per month
- Mentors are reminded of the importance of the relationship and the impact it can have on mentees, who may be entering their first professional role
- Maturity levels in mentees can vary and mentors should be mindful of this
- Mentors should meet with mentees in professional environments such as business offices or public locations
- Face-to-face meetings are preferable because they encourage a more trusting and productive mentoring relationship
- If a physical mentoring meeting can't be arranged, the mentor and mentee should mutually agree to meet online i.e. WebEx, GoToMeeting or Zooms, Teams, FaceTime and even a telephone
- Should either mentor or mentee encounter any problems during the mentoring process that make it difficult to continue then the Head of Professional Development

at the Institute's central office should be notified. The conclusion of the mentoring process is defined by this policy and – by undertaking participation in the mentoring - agreed to by both the mentor and the mentee at the outset. The policy is in compliance with the Institute of Hospitality's Bye-laws, in particular §§ 53-71 which addresses the filing of complaints, the definition of what constitutes misconduct and the disciplinary process including hearings and appeals.

- To prevent any ethical or financial issues from arising, mentors and mentees are asked not to give gifts during or soon after participation. A handwritten note makes a nice alternative.

Mentoring Advisory Board

The Mentoring Advisory Board members will be made up of the Chief Executive (or a designee), and the Head of Professional Development. Future changes to the makeup of the Board can be made by the Chief Executive.

Mentoring participants' feedback will be evaluated at the end of the 6 month period. Depending on input from mentoring participants, the Institute's programme and policy may be modified by central office to better serve members.

Participation

The mentor has agreed to voluntarily provide mentoring to the mentee and the mentee has voluntarily undertaken participation in mentoring. The Institute's involvement is limited to identifying and introducing the participants through the branch, and in the monitoring and evaluating the programme.

The mentor and mentee, having entered into the mentoring relationship voluntarily, waive any rights of action against the participants or the Institute in relation to any such information, suggestions, advice or guidance making up the mentoring programme. The Institute is not liable for any acts, omissions or advice of mentors or mentees, who are not employed by the Institute.

Nothing in this agreement is intended to, or shall be deemed to, constitute a partnership or joint venture of any kind between any of the parties.

Mentees and mentors can contact the Institute's Head of Professional Development in case of concerns, conflicts, or questions. Either party may end the mentoring relationship and participation in the programme through notification to the Head of Professional Development but *due to commitments made on the part of both participants, it is expected that mentors and mentees will make every effort to conclude the programme.*

Managing Mentoring

Similar to any business relationship involving learning and development, mentoring arrangements should be recorded and evaluated.

In the interests of encouraging mentor and mentee interaction, paperwork has been kept to a minimum. To facilitate mentoring, the Institute provides the documents and guidance needed by both mentors and mentees.

The mentoring documentation includes:

- Application - a simple online registration process
- Materials - mentoring introduction materials including the six month plan and the resources to be used for each monthly meeting
- Mentee Goals form
- Mentoring Log – an online tool available confidentially to the mentee and mentor and IoH senior managers. It is for both parties to make a brief record of key points in the discussions and any action points to be undertaken by either mentor or mentee.
- Final Online Survey – in month 6 tasks to mentors and mentees, the survey concludes the mentoring relationship and obtains input from the mentor and mentee.

The quality of mentoring and the results it delivers depends on choosing appropriate mentors, managing relationships and evaluating success.

- Supervision and matching of mentors/mentees is conducted by the Head of Professional Development
- Concerns, complaints or requests to conclude the mentoring process can be directed to the Head of Professional Development at the Institute's Central Office.

At the conclusion of the mentoring process, participants are asked to complete a confidential online survey which is accessible in month 6 support material provided.

Conclusion

The Institute supports members' interest in sharing knowledge and best practice between experienced and new managers. The application of this mentoring policy ensures that members with an interest in taking part who can be matched with a partner will have the support and materials necessary to apply a quality mentoring programme impartially and consistently.