



NACC Northern Regional Seminar
Thursday 15th March 2018
Bolton College



Speaker Profiles

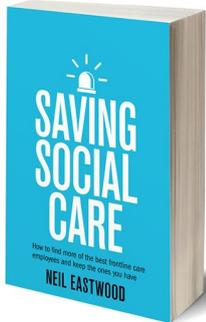


Neil Eastwood, Keynote Speaker & Author
Be a Better Recruiter

Neil Eastwood is author of Amazon #1 Bestseller Saving Social Care and an international speaker, researcher and commentator on care worker recruitment and retention. He helps care providers around the world find quality frontline staff and keep them longer.

He is an experienced social care provider, entrepreneur and analyst, with a First Class Honours Degree and a Harvard Business School education. Neil has spent many years gathering best practice social care recruitment and retention tools and techniques from around the world. As a leading authority on social care recruitment, Neil also regularly presents at conferences, provides training and consultancy services, blogs and is published in respected trade magazines such as Care Management Matters.

Neil's workshop at the NACC Training and Development forum was incredibly well received by delegates



Raquel McKenzie, Director, MSR Training
Embedding knowledge through Interactive Training

Raquel is one of two founders of MSR Training and is the trainer for the care sector with 10 years experience in the sector from hands-on-care to assessing qualifications. MSR Training is a Manchester based training provider that operates throughout the North West and is approved by OfQual to deliver regulated qualifications through Qualsafe Awards. MSR Training pride themselves on delivering interactive training that empowers their learners with knowledge and skills to implement them into their everyday practice. They offer a wide range of courses and bespoke models of delivery to suit individual business needs and content can be tailored to suit the policies and best practices of your organization.





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Graham Walker FiH MBIFM , Director, Hospitality Assured

Helping organisations achieve competitive advantage through business and service excellence

I have been involved in the catering /hospitality industry since the age of 16 and qualified as a chef with City & Guilds 147 and 151 with the NHS in Bristol. Became a junior manager in Birmingham, then Catering Manager in Lancashire before District Catering Manager at Harrogate Health Authority, North Yorkshire. Left the NHS to become the County Catering Manager at Northamptonshire County Council and within the Local Authority framework moved to Edinburgh as the DSO Catering & Bars Manager. From Scotland to Surrey and Central London as the Group Catering Manager for the Royal Marsden then to Guy's & St Thomas' as the General Manager Catering Services.



In 2011 I became self-employed taking on contracts in facilities management, interim management, training and quality assessment. Having been through the Hospitality Assured Assessment process in two organisations I became an Assessor with the Institute of Hospitality conducting assessments at home and abroad across many sectors of the hospitality Industry.

During My Career I have graduated with The Hotel & Catering International Management Association (HCIMA) now known as the Institute of Hospitality (IOH) qualification (shows my age) and with the British Institute of Facilities Management. I was subsequently elected a Fellow of the Institute of Hospitality. I have the usual Advanced Food Hygiene, Advanced Health & Safety and Training & Development qualifications and more recently a Diploma from the European Foundation for Quality Management.



Gareth Thomas CFSP, Rational UK LTD Wales Regional Sales Manager / Development Chef & NACC Welsh Regional Secretary *Connected Cooking. Convenience, Security, Inspiration*

Gareth began his catering career in the British Army, followed by work at some of Wales best hotels. He has been a development chef and Regional Sales Manager for Rational UK since 2015, delivering industry leading technology and service to catering services across Wales. Gareth has held the position of Welsh Regional Secretary of the NACC since 2016, helping organise educational seminars and further support care catering in Wales with his breadth of experience.



Rational philosophy sets out primarily to 'impress customers' They want to offer maximum benefits to those preparing hot food in large and commercial kitchens, as well as the best solutions for their daily kitchen routines and the best cooking support. Rational currently focuses on it's current market leading products, SelfCookingCenter®, CombiMaster® Plus and VarioCookingCenter®.

