

TORTILLA LAUNCHES APPRENTICESHIP PROGRAMME TO GROW INTERNAL TALENT

Internal promotions are up 15% following the launch of fast-casual restaurant group [Tortilla's](#) Apprenticeship Programme.

Inspired by the introduction of the Apprenticeship Levy in 2017, Tortilla developed a bespoke apprenticeship programme that upskills existing employees to enter senior leadership positions. And so far, so good.

Tortilla's Head of People Nicki Sahota says the scheme has improved crew engagement, satisfaction and has become a key recruitment tool.

"Before launch, 48% of crew were internally promoted to management positions and we're now at 63%!" Nicki says.

The new programme has also ensured the company could allocate their pre-paid Levy funds.

"If you don't use these funds, you lose them," says Nicki. "Luckily we managed to use all our 2017 funds before they expired, and we're on track to use the rest of the year's allocations as we expand the programme."

Tortilla currently has 20% of crew supervisors enrolled in the programme and to date they've had 100% retention.

"Every supervisor we've enrolled has successfully completed the programme," Nicki says. "It's a positive indication that our crew genuinely want to upskill and progress internally."

Focusing on developing supervisors and assistant managers in finance, leadership and operations, the programme incorporates various training modules and practical skill applications.

Managing Director Richard Morris says crew satisfaction is a key priority of the business and the Apprenticeship programme has become a key driver of that.

"Tortilla is all about people" says Morris. "Whether you're a crew member rolling burritos on the line, a kitchen supervisor ensuring top-quality food production, or a manager running the show – every person hired at Tortilla is a key part of the family."

Following the programme's initial success, Tortilla plans to continue expanding the scheme by adding more accredited management courses and onboarding all new crew to the programme.

– ENDS –

For more information contact:

Nicki Sahota

Nsahota@tortilla.co.uk

02076374015



BOILER PLATE:

Tortilla is your local burrito and taco joint, offering authentic California-style Mexican food to eat in or take away. Fillings are prepared fresh in-store daily and with a fully customisable menu, there's a dish to suit all tastes.

Tortilla opened in October 2007 and is now the largest fast-casual Mexican restaurant brand in the UK and Europe, with more than 40 locations across the UK and Middle East.

Restaurants can be found throughout England, primarily in London and as far North as Glasgow in Scotland, West as Cardiff in Wales and South as Brighton and Southampton, as well as Dubai, Saudi Arabi, Bahrain.

Founder Brandon Stephens moved to London from California in 2003 to pursue his MBA at London Business School, where he wrote the business plan for Tortilla.

"I grew up eating healthy, affordable burritos in California and I just couldn't find anything like it over here. As the concept evolved, it became evident that there was a strong market for fresh, affordable burritos and tacos."

More details at www.tortilla.co.uk