With the nature of the job there's so many different areas to be marketing. So you're

doing things for the rooms, the events, the bar, the gym- there's a real variety around

that. I suppose if I was looking at a typical day and how it would run if everything went

according to plan, I would start at by looking at who's coming into the hotel, looking at

the **results** from the night before, but then also looking at the months ahead and how we're

looking and where the business needs are.

I loved going on holiday, I loved staying in hotels. I like meeting people, I like an

international environment, and I love travelling. Hospitality has offered me the **opportunity**

to put of all of those things into one.

I didn't really know what I wanted to do when I left school, I went for something that I

thought I'd enjoy. I do enjoy going on holiday, I enjoyed hotels, and I just thought it was

an area that I'd find quite interesting.

When I first started in hotels I got in doing reservations and **events**, and I always thought

I'd be interested in a career in events, that was my initial intention to get into that area of work.

However, when I got in the **sales** team spotted my talents, they were quite interested in

having me in their team so they gave me the skills that I would need from there and gave

me the opportunities, so it wasn't difficult for me, I'd already got a foot in the door,

I already understood the product and the client.

At A Level I did English Language, Spanish, Art, and then I followed the same kind of

theory at university because I still wasn't sure, so then I did Linguistics and Hispanic

Studies at **degree** **level**.

The company's put me through some really good training courses. We have an international

**business** school, so I've been really lucky to be able to **attend** negotiation **courses**,

sales courses.

You have to know what you want, you have to understand your market, you have to be very

proactive to get yourself out there and go and get those things.

I love the variety, I love the environment, I love the fact that every day is different,

every day presents a challenge. There's always more to learn, there's no time that you should

never be doing nothing.

By the opportunities that it offers, by the pace that you can **move** at. You can travel,

you can develop as quickly as you want. You've got a whole range of areas, if you don't particularly like one you can go into another and try that as well.

People do have **misconceptions** about hospitality. I think they think it can be a job where all

the jobs are really at quite a basic level. But it's not like that at all, it's offered

me a really good career opportunity to develop and get where I am today.

When I had the opportunity to go and work down in Spain. The company offered me a promotion

down there to our first property in Spain. So it was really great for me to be asked

if I wanted to go and do that, so I took the opportunity readily. It was a big challenge

to go there, live away from home, with the language as well, but it was definitely my

highlight.

The things that I see as negative in relation to my role are also the things I really enjoy

about it. It demands an awful lot of time, long hours, travelling. I have no routine

in my life which I can find quite frustrating, but I also quite enjoy the unpredictability

that I have.

I think the biggest challenge probably comes from when I started working in the industry.

I had no experience already and I was quite young. It was very difficult to get people

to take you seriously when you're negotiating a big deal, especially when at the time I

was also still wearing a uniform rather than my own suit.

I think the best advice I've ever been given is to work hard and have fun, but also not

to worry about things that you can't change. Spend your time focusing on the things that

you can influence and you can affect.

It's given me loads of opportunities to network with people, meet some amazing people, and

go to some amazing places. It's given me an air of independence, I'm very used to going

and doing things on my own now.

I probably travel about once a month and I go wherever we see that there's business opportunities

to bring back to the island. I think this year so far I've got trips planned to London,

to the UK, to Switzerland, to the Netherlands, to France.

Other people smiling, I think it's infectious. It's nice to see happy people and I think

this job gives you an opportunity to spend time with happy people and also to make people

happy. It's a fun industry and it's a good opportunity to go out and have fun.

Anglais

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