

Cheval Success Stories

*This feature is dedicated to colleagues who recently started a new role with Cheval, either as a result of a promotion or transfer. The feature aims to celebrate these success stories and to promote the internal opportunities within the company. It will hopefully inspire some of you to become another success story. Let's learn more about the success story of our colleague **Raymond**.*

Raymond started as a Night Receptionist in Cheval Harrington Court in January 2020. He moved to Reception as a Front Office Receptionist in March 2023. In February 2024, Raymond was promoted to his current position as a Front Office Supervisor.



What was your career journey prior to joining Cheval?

Over the past 21 years, I have developed my Customer Service skills. Having worked in varied fields such as Telecom Industry (Reliance Infocom Limited), Banking Sector (HSBC) and Hospitality (TAJ Holidays and Hilton London) has provided me with the skills to deal with a variety of challenges and has helped me gain a better understanding of Customer Service.

How and when did you start your journey with Cheval?

My journey with Cheval began in January 2020 where I started as a Night Concierge, then I moved to Reception as a Front Office Receptionist in March 2023. In February 2024, I was promoted to my current position as a Front Office Supervisor.

What is your new role?

I am currently working with Cheval Harrington Court as a Front Office Supervisor.

What helped you get the new role?

My extensive experience in varied fields of Customer Service where I have consistently demonstrated exceptional communication, problem solving and interpersonal skills. Moreover, my ability to handle difficult situations, build rapport with customers and resolve issues efficiently are valuable assets to my career and have helped me get my new role.

What do you particularly enjoy about your new role?

As a Front Office Supervisor, I enjoy the dynamic nature of the role, the opportunity to interact with a variety of guests daily and the chance to lead and support a team in delivering excellent Customer Service. Additionally, I find satisfaction in problem-solving, ensuring smooth operation and contributing to a positive guest experience.

What would be your advice to your junior colleagues who would like to get to the same place in the future?

I would suggest you work hard, take initiative and are always open to learning.

What are your plans and aspirations for the upcoming months and years?

My plan is to further refine my skills and to contribute to the growth and success of the organisation. Additionally, I aspire to bring my professional career to the next level.

Have you seen the latest vacancy list? Go to Talent Toolbox to see if there is a role available you are interested in and speak to your manager or HR for more information.