

# 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 **Patricia**.*

*Patricia started as a Receptionist in Cheval Gloucester Park in June 2021. She was promoted to Front Office Supervisor in March 2022 and later on to Assistant Front Office Manager in April 2023. She will be celebrating her first year in the new role soon.*



## **What was your career journey prior to joining Cheval?**

Before joining Cheval I had over one year of experience as a meeting and events team leader in a five star hotel (O2 InterContinental Hotel in London) and five months' experience as a front desk receptionist at a five star resort in Crete, which was part of my University internship. I have a bachelor's degree in International Hotel Business Management from Manchester Metropolitan University.

## **How and when did you start your journey with Cheval?**

I started as a Receptionist in Cheval Gloucester Park in June 2021. I was promoted to Front Office Supervisor in March 2022 and later on to Assistant Front Office Manager in April 2023. In a couple of week's time, it will be one year for me in the new role. While I was working at Cheval, I studied Business Administration at the University of Sunderland. I successfully completed my studies in 2023 with Master's Degree.

My final dissertation was based on a research related to Cheval and I got a distinction for it.

## **What is your new role?**

Assistant Front Office Manager at Cheval Gloucester Park.

## **What helped you get the new role?**

I got a promotion to front office supervisor just after 8 months of being in the role of the receptionist. I was a quick learner at reception and kept asking for more and more duties, which I believe helped me get the promotion to the supervisor. Last year in April, after about one year in the role of the supervisor, I got the promotion to Assistant Front Office Manager. I believe that my progression at Cheval is the result of hard work and commitment.

## **What do you particularly enjoy about your new role?**

The role is a challenge as each day brings new situations. Every day being different is what makes the role interesting and enjoyable.

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

Be consistent in what you do and in meeting and exceeding expectations. Make sure you portray yourself as a reliable and trustworthy person, who always gets the job done and follows each task through to its completion.

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

I do not have very specific plans. I want to remain openminded towards changes and to gain more knowledge and expertise along the way.

*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.*