

An insight into hotel management



Image: Four Seasons Hotels

Futurewise member Catherine, from Bloxham School, recently enjoyed our Expanding Horizons Insight course at one of London's top hotels in the heart of Mayfair

I have always thought that I might like to work in a hotel, but having had only very limited experience of hotel work I was delighted to secure the opportunity to have a day at a world class hotel, in the middle of a major capital city, courtesy of The Inspiring Futures Foundation and their Expanding Horizons Insight courses.

My placement at the Four Seasons hotel in the heart of London started at 9.00. Ten would be hoteliers, all from different schools throughout the UK, gathered in one of the hotel's state of the art meeting rooms, to be briefed by the Human Resources Director on the hotel, its policies and standards and exactly what we could expect from the day and indeed a career within the Four Seasons

Group. She outlined the global nature of its business with hotels in just about every major destination across all continents.

The hotel's Duty Manager followed on and explained about the university related opportunities available to undergraduate students. She hi-lighted the recommended courses and locations of the universities. There were lots of opportunities to ask questions and she was able to give a very balanced view of hotel life and working for a large international company.

By mid morning it was time for us to choose which departments we would like to have a closer look at. Reservations and conference and events were my choice and I was able to shadow departmental members as they

went about their daily tasks. I really felt very welcome and on more than one occasion was mistaken for a new employee. Everyone I met was happy to help with any problems I had or questions I wanted to ask.

Lunch was at 12.45 in the staff canteen, which was really more like a restaurant. As the hotel employees over 300 staff the “restaurant” had its own chef, and as you would expect the food was faultless and the atmosphere was friendly.

After lunch we moved swiftly on to our second department of the day. Tasks included menu planning, listening in on reservations calls and generally observing the smooth running of a very well oiled machine. It was all very impressive.

As the day began to draw to a close we gathered to evaluate what we had learnt. This session allowed us to feed back to the hotel our own views on the day and suggestions on how things could have been improved and of course, what we enjoyed most about our experience.

I thought the day was very worthwhile. Naturally I was nervous when I arrived but that did not last long. The day flew by and reinforced my view that a career within the hotel industry offers many different opportunities. It was invaluable in helping me to clarify my own thoughts and I am delighted to say I am more determined than ever to pursue this path.

Four Seasons Hotels and Resorts is the world's leading operator of luxury hotels and currently manages 74 properties within exceptional destinations in 31 countries.

All Futurewise members can enhance their knowledge and skills through the extensive programme of **Expanding Horizons Career Insight Courses**, covering a wide range of careers and subjects.

