

My career in brief...

Name: Carl Lemon
Job title: Accommodation Manager
Employer: Parkdean



1. Please give a brief overview of your career history – where you started, how you progressed and the companies you have worked for.

I started at Tesco whilst at college & progressed from GA to Customer Service Manager over two years. Leaving there I went to Travelodge developing from Assistant manager of 51 bed hotel, moving around over three years to GM of 185 bedroom Gatwick airport hotel. Leaving London I joined Parkdean and have been here ever since.

2. Have you always wanted to work within hospitality and tourism? If not, how did you end up where you are now?

I initially wanted to be an architect as I enjoy design and construction, but I did not feel seven years at university was right for me at the time. Over the years I have used the skills I have learnt & found that it was an industry that kept me thinking learning and being able to still impact with design and creativity.

3. What sort of qualifications and training have you had?

O Levels and A Levels

I have 10 GSCE's, NVQ in Spanish, ND in Construction, City & Guilds in Autocad and AS in computing, civil engineering. Numerous work based training and service qualifications and recently an NVQ in leisure and Tourism Management and Walk this way Customer Service training.

4. What are the top 5 activities you would typically carry out on a daily basis?

- Preparing work structure
- Review work standards and look at improving
- Interact with resolving issues
- Planning and stock levels
- Ordering and replenishment

5. What do you most enjoy about your job?

Ensuring all aspects work together and customers enjoy their stay.

6. What would you say is the biggest challenge you face on a daily basis?

Staffing levels and timescales

7. What would you say is your biggest achievement to date?

My best achievement would be developing and implementing the changes at every hotel and Park I have been at, moving scores and standards to record levels.

8. Who has been the greatest influence/role model in your career and why?

Tyrone Pope who was my regional manager whilst at Travelodge, he saw my potential and supported my development to achieve the best out of me.

9. Do you have a favourite tale or most memorable moment of your career? If so please tell us about it?

Whilst at Travelodge I won best improved hotel in the company both service, financially and complaints

10. What piece of advice would you offer someone who wants to work within our industries?

Work hard and listen to advice and you will work anywhere, to develop however you need your peers to be mentors and want you to develop.

11. Why would you encourage someone to work in our industry?

It can be a very rewarding job to see the satisfaction of our guests.

Further information

For further information on career opportunities at Parkdean please visit www.parkdeanltd.com/recruitment.htm

For further information on career opportunities hospitality and tourism please visit www.hospitalityguild.co.uk