



Gemma Muir
Front Office Manager
Hilton Edinburgh Grosvenor

Managing and motivating the Reception and Nights Teams at the hotel to ensure they deliver exceptional customer service and meet internal targets in relation to guest satisfaction.

Aspirations

To gather the knowledge and experience to progress to a Deputy or General Manager role within Hilton.

Qualifications

HND Hospitality & Information Management – 2005

Profile

Gemma's career began as a receptionist at Hilton Coylumbridge in 2007 though it was not long until she was promoted to be a shift leader and ultimately to Acting Front Office Manager after just three years. She then moved to Edinburgh where she took on a position at the prestigious Royal Scots Club before re-joining Hilton a year later on at the front desk of Hilton Edinburgh Grosvenor where she quickly worked her way back to Managerial level.

Awards

HoD of the Year – 2013
Front Office Department of the Year (Select Scotland) – 2014

How does this case study promote careers in hospitality?

Gemma has held management roles in two different Hilton properties having worked her way up in both properties thanks to her positivity, work ethic and interpersonal skills. Each of these valuable qualities cannot be taught in schools or with books but have been crucial in helping Gemma rise through the ranks.

Further information

For further information on career opportunities at Hilton Worldwide please visit <http://jobs.hiltonworldwide.com>

For further information on careers in hospitality and tourism please visit www.hospitalityguild.co.uk