



Kara Monteiro
Director of Operations
The Trafalgar Hotel, London

Kara has overall responsibility for operations at the Trafalgar Hotel in London, which overlooks Central London's iconic Trafalgar Square. She deputises the General Manager, directs and executes the delivery of the hotel's strategy also oversees the professional development of the hotel's Heads of Departments.

Aspiration

To become the general manager of a 5* London hotel

Qualifications

NVQ Diploma Customer Service Level 2/3 in 2006/07

Profile

Kara started her career in hotel reservations as a 16 year old and worked in guest services on the ski slopes in the USA at the age of 20. After returning to the UK, Kara specialised in conference and events and quickly moved into a management role, which led to opportunities with the Chelsea Football Club and The Waldorf Hilton.

At The Waldorf, Kara was promoted to director of conferences and events and then front of house manager. Kara's talent was quickly recognised, presenting her with the opportunity to join the Hilton Worldwide's fast track director of operations training programme with a posting at Hilton Manchester Deansgate. This soon saw her appointed the Director of Operations at Hilton London Wembley, where she led the opening of the hotel ahead of the London 2012 Olympics.

Within 18 months, Kara moved back to central London as the director of operations at The Trafalgar and is now enrolled on Hilton's General Manager fast track training programme to help her ultimately fulfil her ambition of attaining a GM position.

Awards

Kara was awarded the runner up Director of Operations of the year in 2011

Why is this individual an example which promotes careers in hospitality?

Kara's rapid rise within Hilton Worldwide demonstrates that career progression within hospitality is achievable regardless of formal qualifications training programmes are in place to identify and nurture natural talent. In just 10 years Kara has experienced working in four different hotels and has been able to indulge her passion for sports through her direct experience at Chelsea FC and at Hilton Wembley which played host to competitors and officials during the London Olympics.



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