



## Carly Taylor

### Ston Easton Park hotel, Bath

In the end it was Carly Taylor's passion and persona that swung the judges in her favour. As front-of-house manager at Von Essen's Ston Easton Park in Somerset, Taylor has developed year-on-year in her duties overseeing the reception and reservations side of the hotel and in developing her team. Her personality shone through, said the judges, and her ability to multitask, including regular support for the food and beverage team, saw her tick every box in the award's criteria.

As well as her usual duties as front-of-house manager, Taylor has the added responsibility of supporting and helping the Von Essen head office, which is based at Ston Easton Park, a fact that further impressed the judges.

Since her promotion to front-of-house manager from the role of head receptionist in 2007, Taylor has shown a structured dedication to bringing on her team. Regular performance appraisals and her use of an external hospitality based company to help all her team achieve NVQ level 2 qualifications demonstrate her commitment to training. Taylor's business acumen was also commended by the judges. Since she stepped into the role in 2007, her effective management of online reservation resources

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The award has come at the right time, with Taylor probably leaving her position as front-of-house manager in the near future. Such has been her success in the past two years that she has been identified for promotion to the position of deputy manager in a comparable Von Essen property.

#### THE SHORTLIST

**Ankur Ahuja**  
Grosvenor House,  
London  
**Chiara DiRienzo**  
Hilton London  
Metropole  
**Carly Taylor**  
Ston Easton Park  
hotel, Bath