

JESSICA SHEPHERD

ASSISTANT RECEPTION MANAGER

Joined Rudding Park in August 2013



Why did you choose to work at Rudding Park?

I went to university in Leeds and knew Harrogate was a nice area. I hadn't heard of Rudding Park before I applied, but was hoping to find somewhere with a management training programme so I could further the skills I had learnt at university. I came for my interview and was very impressed with the grounds and facilities, as well as the welcoming atmosphere and family and team impression I got from everybody I met.

What was your first job with us?

I joined Rudding Park as a Management Trainee and started as a Food and Beverage Assistant at Clocktower Restaurant, where I spent my first few months. I then moved to Reception which I thoroughly enjoyed and decided this was what I was most suited to. I was offered a permanent position on Reception but still chose to do some cross training in other departments as it really helps to know how each department works and how they all fit together. I have since progressed to Duty Manager and my current position is Assistant Reception Manager. My current role includes welcoming our guests and ensuring they have the best experience at Rudding Park. It is also my responsibility to look after our team on Reception ensuring they are trained for their roles and are enjoying their work.

What have you enjoyed most?

I enjoy working as part of a team. Everyone is supportive of each other and make the work day fun. Every day is different; although you have your daily responsibilities you never know exactly what the day ahead will bring. It is also a great feeling when you receive guest feedback and thanks and know you have contributed to their experience enjoyable.

What have you learnt about yourself?

I have grown in confidence and learnt that I have what it takes to help teach and lead others.

What next for you?

I would like to continue developing in my role as Assistant Reception Manager and learn more about managing a team. Rudding Park is constantly striving to develop and move forward and so there is also something new to learn. I am looking forward to the new spa development and being part of the team as we work towards the opening in spring 2017.