

David Clancy

General Manager, Leonardo Edinburgh Capital Hotel

Winner: Level One, Revenue Management, March 2017

And Overall “Learner of the Year” for Revenue Management

After studying Mathematics and Geography at Glasgow University, David was considering a future in business or accounting. However, a part-time job at a nearby country house hotel convinced David that a career in hospitality, and quite specifically a General Manager, was what he wanted, having enjoyed the fast pace of how the industry operated and the reward of creating a friendly and warm environment for guests motivated him each day.

David now works as General Manager, currently leading and managing a team of 70 within The Leonardo Edinburgh Capital Hotel which is a full service 3-star hotel.



David receiving his Learner of the Year award from Harry Murray, HOSPA President

Having researched many Graduate Programmes, David was fortunate enough to be offered a year-long graduate management programme with Portland Hotels (PHM). David says that the year he spent learning how to manage each department within the PHM group was an important year in his development as it gave him an all-round understanding of the business that is difficult to achieve just as a departmental manager. David credits his knowledgeable managers during this period, from whom he received his coaching.

At the end of the year, David was offered the position of Front Office Manager at PHM's busy 202-room airport hotel in Aberdeen where he remained for 18 months leading and managing a team of 20. At the same time he was introduced to some revenue management concepts and techniques by the General Manager whilst the Revenue Manager was on maternity leave. At that time, the oil industry in the North was extremely strong and he found the analysis and interpretation aspect of revenue management very interesting.

David undertook a training day with Revenue Management Specialist, Heather Hart, that was provided through HIT Scotland: even though this was almost 8 years ago he still uses every day the techniques taught him. David has also received scholarships through HIT Scotland which have allowed him to learn at the renowned Swiss hotel management school Ecole hôtelière de Lausanne. He is currently enrolled in the Destination Leaders Programme which is delivered by Edinburgh Napier University: it is funded by Scottish Enterprise and facilitated alongside the Scottish tourism industry.

David was soon offered a General Manager's position within a small city centre hotel in Edinburgh where he became more involved in room revenue decisions and found it an enjoyable challenge in such a competitive market. These experiences led him to progressing on to his current role at the start of 2015.

David says of the HOSPA Revenue Management Programme:

"The course is designed to offer best practice and the work-based assessments definitely allow me to enhance my own revenue management decision-making across all the revenue generating outlets in my hotel. The knowledge and skills I have and am developing from participating in this course will assist in my day-to-day performance along with my career opportunities, and I am very grateful to the teaching and guidance offered by the team at HOSPA."

The Edinburgh Capital Hotel was purchased from Portland Hotels Management in August 2017 by Leonardo Hotels - the European arm of Fattal Hotels which has recently expanded further in the UK having been appointed to operate the Jurys Inn chain of hotels. The brand is extremely strong in Europe, particularly in Germany, and David foresees that the next year in the UK should be very exciting for him and the company.

David is very sure that he will want to continue to work within the hospitality industry as he finds it engaging and rewarding each day. Further in to the future he hopes to progress to a regional role in which he can have greater influence on strategic decisions on revenue, customer experience and employee development.