

## **Monika Hyde**

### **Management Accounts Assistant, Quay Hotel & Spa**

#### **Winner:**

#### **Stage One Financial Management, March 2017 and Stage Two, September 2017 And Overall Learner of the Year for Financial Management**

After completing her Masters in Tourism & Recreation at Poznan University of Physical Education, Poland, Monika joined the Quay Hotel & Spa, Conwy, Wales in 2008 as a Food & Beverage Assistant but moved to the Reception Department soon after. Within two years she was promoted to Assistant Reception Manager and then asked to cover maternity leave of Reservations Manager.

In 2011 an opportunity arose in the Finance Department and Monika secured a position as Accounts Assistant. She has been working in the Finance Department ever since, systematically gaining more knowledge and experience.



Monika says that the HOSPA course has helped her to develop further within her job role and has enabled her to undertake more senior tasks and progress in the past year. She hopes that the course will help her achieve the role of Financial Controller in the future where she can take full charge of finance department within the hospitality industry.

*Left: Monika receiving her "Learner of the Year" award from Harry Murray, President of HOSPA*

Monika's line manager, Brid Collins, herself a graduate of the HOSPA Financial Management Programme, says "I have worked closely with Monika over the last 2 years, which really is a pleasure. Having completed the course myself (then known as BAHA) I have mentored Monika and I am extremely proud that she is the winner of Stages One & Two. Monika is a valuable and popular member of the team at The Quay Hotel and Spa, supporting staff from all departments with her invaluable knowledge operationally and administratively. She is conscientious, has excellent attention to detail and is an expert on all IT systems we use here."

"From myself and all at The Quay Hotel and Spa I would like to congratulate Monika. I had no doubt in my mind that Monika would do well, considering her knowledge, experience, determination and attitude towards learning. We are extremely proud that Monika is part of our team."