

## Diane Little

### Assistant Cluster Room Revenue Manager – Principal Hotels

#### Winner: Revenue Management Level 3, completed March 2017

Within her current role, Diane supports the setting and delivery of the Revenue Management strategy for The Principal Edinburgh George Street and The Principal Edinburgh Charlotte Square, with specific responsibility for The Principal Edinburgh George Street. She is also responsible for ensuring that the accommodation budget for both properties, which have 439 rooms combined, is exceeded.



*Diane receiving an award last year from Peter Jones*

Diane started her career within the hospitality industry in 2003, working in part-time Food and Beverage roles during the summer. In 2006, she started a Higher Diploma in Hospitality and Tourism Management, which then led her to develop her skills and experience further within Front of House, starting as a Guest Service Centre Agent. After a few years she decided to move to the UK with the intention to progress her career. Diane then spent 6 years in reservations and progressed from Reservations Agent to Reservations Supervisor and Reservations Manager.

In May 2015 Diane was promoted to Cluster Data Analyst. Eager to continue her learning and development, Diane enrolled onto the HOSPA Revenue Management course, which she says has helped broaden her Revenue Management perspective and has supported her in her role. In October 2016, Diane was promoted to her current role of Assistant Cluster Rooms Revenue Manager.

Diane is a previous winner with HOSPA and in 2017 was the highest achieving learner for Revenue Management Level 2, March 2016 programme.

Diane says “The course has been a fantastic opportunity to gain industry specific training and ultimately a qualification related to my chosen career”.

Diane is determined to keep progressing in her chosen career path of Revenue Management and looks forward to applying her skills as Profit Manager in the future.