



It's time for another staff story from our Splendid Family! This time, we've spoken to **Amy Hume, reception manager at Hotel Indigo York.**

Always delivering service with a smile - even behind the mask - we've delved into Amy's story this year. Let her take you on her journey.



**?** **Reflecting back on this year, how have you been supported by Hotel Indigo York?**

I've been supported both personally and professionally by members of the hotel who have pushed me to excel when I've doubted myself, leading me into a position I didn't think I would be capable of, and finally gaining some self-belief.

**?** **Was there anyone or any group of people in particular who had a positive impact on your wellbeing, this year?**

Without a doubt, there have been 2 members of staff I've been able to rely on for everything; they've separately boosted my confidence and given me ears to chew when I've needed it. They are Simon Grace and Steven Horner. Both have helped me in different ways but have both helped me to see positives in many potentially negative situations

**? What has been your best highlight from this year?**

Returning from furlough (the first time). Being around a smaller knit team really bought back the feeling of a family that we had when we opened the hotel in 2015, the support we've had for each other has been lovely

**? What are you most looking forward to in 2021?**

Some normality back in the world!

**? What has been the biggest lesson you've learned this year that you'll take with you into 2021?**

That things may not always be as bad as they initially seem, sometimes we have to take a step back and appreciate the here and now rather than stressing about what may or may not ever happen

**? Who is most deserving of being on Santa's Good List from Hotel Indigo York?**

Steven Horner :)

We hope you're enjoying our staff stories. As a hotel group, it's our duty to check in with our family every now and then, and represent their humanity to our wonderful audience.

The people who work so hard for us deserve special recognition - this year more than ever. As we navigate our way into 2021, we hope good things are on the horizon for the hospitality industry, and our Splendid family.

