



The Stanwell Heathrow Hotel

Tales from the Team

As 2020 draws to a close, we have more tales from the team on their experience this year.

Remaining open to house essential workers during the second lockdown in November, our next few stories come from The Stanwell Hotel Heathrow. We're kicking off with General Manager, Helena Wysocki, on her experience from 2020. Take a read.

Reflecting back on this year, how have you been supported by The Stanwell Hotel?

This has been a particularly difficult year. 2020 hasn't gone in the direction any of us could have planned.

I remember back in March when we had our contingency plan on how we are going to deal with a possible outbreak in the hotel. We set our tasks, chose the crisis team and suddenly, we had to close our doors.

It was great to see how we - as a group of GMs - worked together leading up to the lockdown and how we supported each other during that time with regular calls. My crisis team on-site was also exceptional. They didn't hesitate for a second to stay behind with me and look after the hotel while we were in lockdown.

Splendid Hospitality Group has supported all our family members to the maximum they could. It was heartwarming to see they don't call us family members for nothing!

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

Without a doubt, my crisis team and my husband. Without them I am not sure if I could have completed what I achieved in the last few months; they were by my side day by day. We supported each other all the way through, spent most of our days at the hotel - even if we were not on a shift. We have been deep cleaning, painting, gardening.... (even the hubby!) Anything that we could carry out to keep us sane!

What has been your best highlight from this year?

Maybe my biggest highlight was that I managed to go away for a holiday back in January. I would give anything to go away these days.

I also loved the hot weather we had in May and June, I actually got more tanned than when I went abroad! If it wasn't for the first lockdown, I would not have had the time to sunbathe this summer.

What are you most looking forward to in 2021?

There are a few things:

Firstly, seeing the back of this virus; it has already done enough damage.

Secondly, for the Hospitality industry to get back up and running, filling our bedrooms with guests again!

Last but not least - to go away to somewhere with white sandy beaches and sunshine!

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

That we take everything for granted; I have learned that I need to appreciate everything a little more than I do right now. Lockdown has put my personal life to the test for sure, but it has also shown me that what I have is amazing and I should hold onto it.

Who is most deserving of being on Santa's Good List from The Stanwell Hotel?

The last few months has really shown me who has stood by my side in the best and worst situation, supported me and stuck with me all the way. There are a few names on the list I am sending to Santa!

I cannot thank them enough for what they have done for me and the company.

We're proud of the resilience and solidarity the Stanwell team have shown this year, While the light at the end of the tunnel is still some distance away, it's still there.

As of 21st December, The Stanwell House is trading to essential workers, to provide safe accommodation to those working the front lines in Tier 4. Splendid Hospitality Group cannot thank the Stanwell family enough for their hard work this year.