



Tales from
the team

The Stanwell Heathrow Hotel

Tales from the Team

In the next rendition of Tales from the Team, we introduce you to Laura Constable, Guest Services Assistant at The Stanwell Hotel. Throughout the end of 2019 and into 2020, Laura climbed the ranks faster than a racehorse with 8 legs.

Becoming a part of the core team at The Stanwell, Laura has been one of the leaders aiding key workers in the peak of the pandemic.

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

I started at the hotel in October 2019 as a housekeeper and helped out in the bar and restaurant, as it was becoming busy during the Christmas period. I moved across to the Reception team in December, and Helena (General Manager) spotted that I was capable of being the Duty Manager after just a few shifts.

The new year came, and we were hit with the COVID-19 outbreak. Worldwide, people were losing their jobs, some companies were failing to communicate with staff. However, every week without fail we had an email from Splendid CEO, Stuart Bailey. He consistently kept us in the loop, and communicated with the Stanwell team every step of the way.

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

It has to be the reduced team that I worked with in lockdown - they were amazing. We worked together in the peak of the pandemic, so you can imagine how close we became. Not only did we work together well, but built a lot of trust too in such a difficult time.

What has been your best highlight from 2020?

Despite the difficulties, I think lockdown has been a highlight. It's been great to spend more time with my family and even homeschooling has been fun. I've loved working alongside the core hotel team during lockdown, we really have laughed until it hurts and become such a close-knit team.

What are you most looking forward to in 2021?

This is a tricky one as we don't know where we stand with the pandemic. However, I'm grateful every day that my family and friends are safe and healthy and that I still have a home and a job. I look forward to building a better year for myself, my family and the company I work for. Once you're down, the only way is up. The only way left for us is up, so that's what I'm taking into 2021.



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

Never take life for granted, and never be afraid to ask for help when you need it. Most of us have experienced, or witnessed loved ones go through tough times this past year, whether that be through sickness or mental health struggles. It's important that we continue to support those closest to us and be grateful for what we do have.

Who has been your lockdown hero?

If I have to pick one I would choose Helena. She's a fantastic boss with a great sense of direction and pushes you to be the best version of yourself. Helena has worked around the clock during lockdown to look after the wellbeing of staff and ensure the safety of the hotel. She puts staff first and that's what makes her an excellent General Manager.

If I could pick everyone, I would, as The Stanwell isn't a hotel - it's a home that is run by a family.

We're extremely proud of how the Stanwell team remains steadfast in solidarity despite what 2020 has thrown their way. Keep your eyes peeled for another 'Tales from the Team' soon.