

Cheval Success Stories

*This feature is dedicated to colleagues who recently started a new role with Cheval, either as a result of a promotion or transfer. The feature aims to celebrate these success stories and to promote the internal opportunities within the company. It will hopefully inspire some of you to become another success story. Let's learn more about the success story of our colleague **Balwant**.*



What was your career journey prior to joining Cheval?

I came to the UK in 2011 from the beautiful city of Chandigarh, Punjab, India. My hospitality journey began as a Night Concierge at The Montcalm London City at the Brewery, where I had the opportunity to work under Ben Pires leadership.

How and when did you start your journey with Cheval?

In 2014, I joined CHC with the support of Ben Pires, marking the beginning of my journey with Cheval. In 2016, I moved to CTC as a Night Receptionist, where I continued to grow within the company. In 2021, I took a short break to sort out my visa, and after nine months away, I was delighted to return to Cheval in 2022. I worked at both LGCM/CGP before returning to CTC later that year. In early 2024, I was promoted to Assistant Front Office Manager. Having worked across multiple Cheval properties, I've had the chance to support and train many junior colleagues, especially in areas aligned with Cheval values and PMS software. I want to express my heartfelt gratitude to all the managers who supported me throughout. Since 2016, Fergel's trust, encouragement, and guidance have played a key role in my journey.

What is your new role?

I am currently working as an Assistant Front Office Manager, with my main responsibility being to ensure smooth front desk operations and deliver exceptional guest experiences.

What helped you get the new role?

Since moving to CTC in 2016, I've truly enjoyed my work and the people I work with. When Andras left the Assistant Manager position, he recommended me. However, at that time, due to personal commitments, I couldn't take the opportunity. Later, when Sandor moved to the Finance department, he also recommended me for the role. This time, I grabbed the opportunity and I'm very glad I did! A special thanks to Craig, the best line manager I've ever had, his continuous support has meant so much to me. I would also like to thank Irene. After stepping into the Assistant FOM role on day shifts,

she supported me tremendously and I learnt a lot about front office operations from her. She played a key role alongside Craig and Sandor in helping me settle into the position with confidence.

What do you particularly enjoy about your new role?

I enjoy the opportunity to lead, train, and inspire my team. I love facing new challenges each day and finding creative solutions to ensure our guests have memorable stays. I'm passionate about technology and enjoy using the advanced features of our PMS, specially the new Opera system. I also enjoy working more closely with departments like Housekeeping and Reservations, as well as interacting more with management, it's a great opportunity for continuous learning.

What would be your advice to your junior colleagues who would like to get to the same place in the future?

Be passionate about your work and embrace the journey. Be a reliable team player and actively participate in training, continuous learning is essential. Before stepping into a managerial role, master front desk operations: check-ins, check-outs, handling guest concerns, managing reservations, and using property management systems. Strong operational expertise is the foundation for career growth.

What are your plans and aspirations for the upcoming months and years?

Short-term plans:

- Deepen my product knowledge while encouraging and assisting team members to do the same.
- Continue training and mentoring the front office team to uphold high service standards and foster a positive, motivated work environment.

Long-term aspirations:

- Progress into a senior leadership position within the organization in the coming years.
- Given my strong interest in systems and technology, I aspire to one day lead initiatives that optimize the use of advanced features within our property management software, driving operational efficiency and innovation.

Have you seen the latest vacancy list? Go to Talent Toolbox to see if there is a role available you are interested in and speak to your manager or P&C Team for more information.