

# Niamh McCoy

Tourism, Hospitality & Events Management with Specialisms - Hospitality Level 5  
Foundation Degree HLA

## Canal Court Hotel and Spa

Niamh is completing the Tourism, Hospitality and Events Management HLA and is employed by the Canal Court Hotel and Spa. Niamh would describe her apprenticeship journey as the best decision she has ever made and says that it is very rewarding.

Niamh wanted to begin her career straight away and learn from experienced mentors. The HLA route has allowed Niamh to gain experience and qualifications while in paid work, and she can take what she studies in class and apply it right away in her job. Being able to see things in action makes the theory easier to understand, and some situations encountered in the workplace help Niamh look at theory from a different perspective.

Niamh has most enjoyed learning about customer service. She finds it amazing how simply understanding what people need and want can change something ordinary into something unforgettable and has found it rewarding to see how simple tactics she has implemented have impacted on customer satisfaction and loyalty.

Niamh's role is varied and she assists at a range of events, including birthday parties and weddings. Her roles can involve room setup, food service or customer service, all of which are important to ensure the events run smoothly and customers are satisfied. To achieve this Niamh is flexible, meticulous, and devoted to giving excellent service.

Miglana is employed as Associate Engineer with Applied Systems and hopes to continue developing her skills and explore her interest in technology – the field where learning never stops and there are always new opportunities to grow!

Niamh prioritises and organises her time well which allows her a good work-life balance. Outside of work she enjoys socialising with friends and family.

