

People Profile – Inside Info...

Seamus Coen – Resort General Manager for Q Hotels

1. Describe your job role.

As Resort General Manager for QHotels Belton Woods, I have the privilege of overseeing all areas of the hotel, operationally, financially and in all sales and marketing facets which is a very exciting challenge for my team and I.

2. What do you see as your biggest challenge/s over the next 12 months?

Delivering a very complimentary Sales budget target set by our Board; however, with a proven track record of achieving sustained revenue growth, my team and I are extremely enthusiastic and determined to deliver.

3. What's been your career high?

During my tenure as General Manager at The Macdonald Marine Hotel, North Berwick, we had the distinction of being Host hotel for 'Royal & Ancient' Open Championship Muirfield 2013. It was an amazing week, looking after some of the best golfers in world, including the legendary Tom Watson and Phil Michelson who went on to win the Championship. My team's performance that week was simply world class and we received a gratuity from R&A of £20K as a thank you.

4. What are you most proud of – career and/or personal?

Receiving Scottish General Manager of Year 2009 at The Scottish Hotel Awards.
The birth of my beautiful Orla August 9th 2009

5. What's your worst ever/most memorable moment?

The pleasure of having my photo taken with Tom Watson and Paul McGinley whilst they were both Ryder Cup Captains during Open week in Muirfield 2009.

6. What do you love most about your job?

Engaging with my team members and seeing them develop into future leaders. I am a very hands on General Manager and like to interact with both my team and our customers so I can gauge how we are performing and how we can improve customer service to take us to the next level.

7. What advice would you give someone wanting a career in...?

It's a very challenging industry with huge rewards and if you are passionate, driven, hardworking, a good listener with a positive 'can do' attitude, it's the right job for you.

8. If you had to choose an alternative career what would it be?

If I was good enough a professional golfer

9. What's your/ The Company's next step?

Real team focus to excel in terms of financial growth and exceed our customer expectations at all times.

Continue to invest in our superb product here at Belton Woods which can only further enhance our reputation as a leading four star destination.

10. If you had to choose to be a character from a book or film who would it be and why?

Jerry Maguire. He is a driven character, displaying total self belief, motivation and the will to succeed.

11. Game of Thrones or House of Cards?

House of Cards

12. Sauvignon Blanc or Stella?

Sauvignon Blanc – preferably New Zealand

13. What do you do when you're not working?

Spending time with my two girls, Lisa, my wife, and Orla, our 7 year old daughter; a round of golf and relaxing with a nice glass of Malbec.