



In the run-up to Christmas, as the UK enters the second lockdown, we want to tell the positive stories of members of our Splendid Family.

We're kicking off with **Hotel Indigo York's General Manager, Simon Grace**. Over a virtual cuppa, Simon kindly takes us through his year, and how he and his team have tackled the issues 2020 has presented so far.



? **Reflecting back on this year, how have you been supported by Hotel Indigo York?**

"Times have been very tough this year, no doubt about it. I really do believe that as a hotel, we have pulled together and have supported each other through thick and thin. Whatever the rest of the year holds for us, I know we will be stronger together from what we have learned in 2020. Splendid Hospitality Group has worked hard to support all its hotels through these unprecedented times.

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

I believe the unity and team spirit at the hotel has helped everyone concerned, combined with the support of those at SHG Head Office.

? What has been your best highlight from this year?

It's been fantastic to drive the hotel forwards, as we came out of the first lockdown back in July. Hotel Indigo York has performed extremely well against all criteria from hotel bookings to customer reviews. I am very proud to be a part of those successes.

At home, with not being able to go abroad, I finally got my act together and have seen more of the beautiful county that I call home - Yorkshire! Delving further into the great places we have right on our doorstep.

? What are you most looking forward to in 2021?

Without a doubt, seeing this horrendous pandemic get beaten to a pulp by the world so that we can all get back to some type of normality. I'm hopeful that the world of hospitality will recover quickly and York will once again be filled with wonderful tourists from across the country!

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

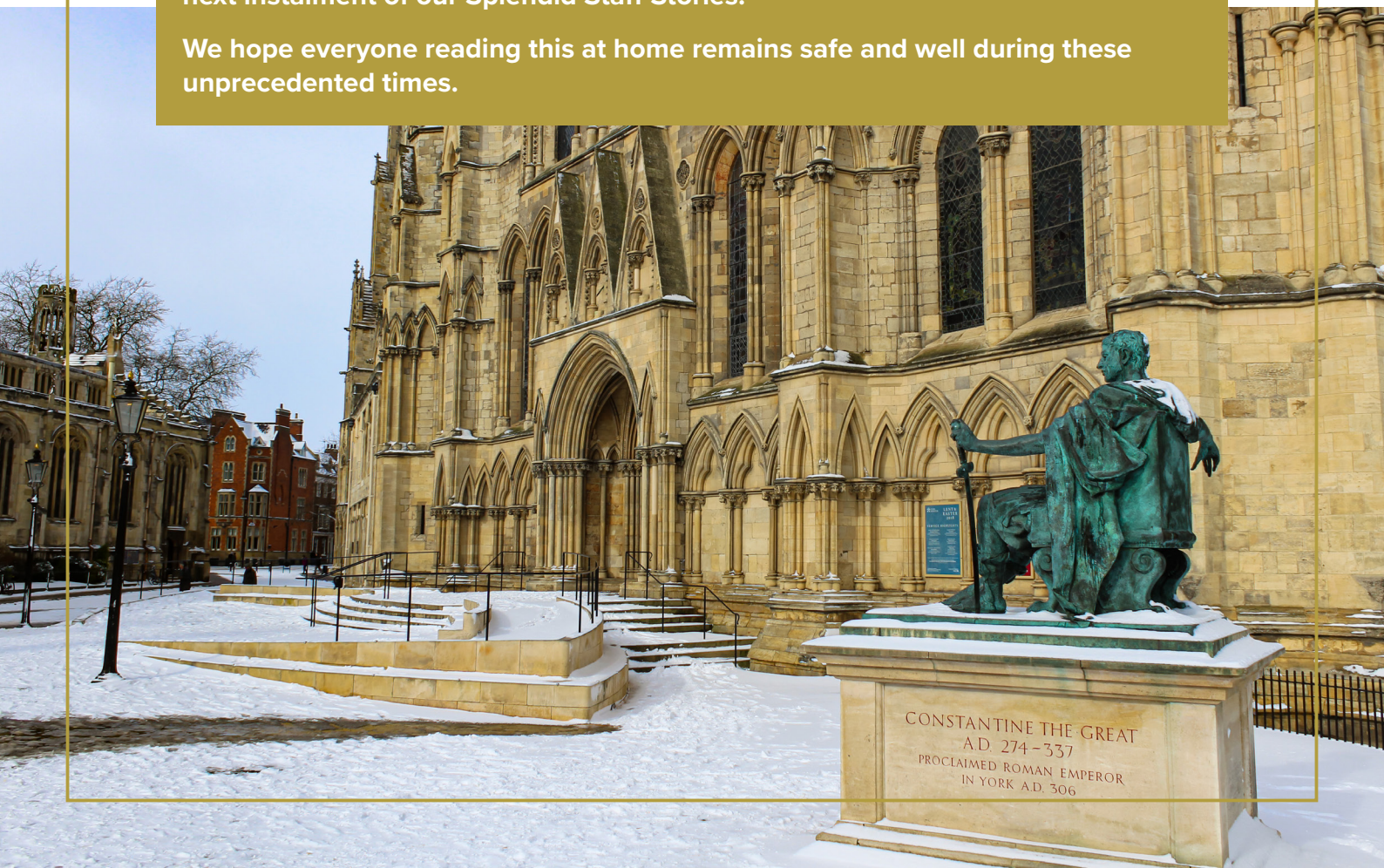
I have learned a lot about myself. Lockdown gave me time to reflect on what is most important in life, so plenty of life lessons, lifestyle changes, behaviours and skills to take into 2021!

? Who is most deserving of being on Santa's Good List from Hotel Indigo York?

ALL of my team deserve a visit from the big man himself!!!

We want to thank the team at Hotel Indigo York for their incredible hard work, ensuring guests have a safe and enjoyable staycation. Watch this space for the next instalment of our Splendid Staff Stories!

We hope everyone reading this at home remains safe and well during these unprecedented times.



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