

LUDOVICA PESCE'S PERSONAL STATEMENT

Since I was young, for one reason to another I always frequented hotels, sometimes because with the family we used to travel often and thanks too my dad who brought me with him to meet clients or to follow works.

I always knew I wanted to be surrounded by many people. By the time, acquiring consciousness and developing personal interests, I discovered this type of Industry which opened me a world.

Since the beginning I knew that I had to follow this path and cultivate my interests in the field. Meeting people, helping them with any type of concern, attention to details, meeting people (parents, relatives, friends and strangers') expectation was part of my nature.

I grew up very fast, I started working and having contact with the public since I was 16. My first job was helping my aunt in the restaurant and since that time I realised I was able to deal with people and meet their expectations.

I always have been looking for part time jobs while I was in high school, as public relations officer to pay by myself a trip to Paris and as a full time food and beverage attendant in a restaurant in my hometown to pay the student visa etc to come here.

Being surrounded by people from different nationalities, background and characteristics taught me how I have to behave in certain situation, how to understand customers needs and read the people.

I am only 21, however every day I grow as a person and professional speaking, particularly staying million miles away from my love ones.

What encourages me to try always my best and to achieve goals, is to not let down people who help me after all sacrifice.

Coming here, by myself, adapting to situations of different nature with the awareness I am "alone" helps me to get results.

My recent achievement is the skill gained during my placement in Copenhagen with Adina (TFE): I started working as Event & Conference Manager Assistant. I improved my time management, very important particularly when you have deadlines and you have to deal with important people and corporation. Furthermore, I developed organisational skills and how to assist guests when they had needs. After that, I moved to the food and beverage department. During this period of training I improved guests relation skill, customer service and how to deal with challenges. These three skills are heavily required in this industry. Similarly, I was able to develop problem something: it happened, few times, I had to find solutions when I was by myself or when I have to help someone from the team, because we are all the same and we represent the hotel as whole. Fortunately, I never had problem with my peers, since the beginning they accepted me warmly in the team. One important thing that I notice it was the synergy, without it nothing will work well from the service provide to the relations with others.

Also there were days not perfectly rewarding, I always found the strength to not give up and going to work with the smile. The best gratitude is when guests remember your name, when they are looking for you or when thank you calling you by name.

All my past experiences, helped me to keep the focus and to be always positive and grateful of what I am doing.

Experiencing in another country, with a new culture helped me to enrich and broad my personal knowledge. Every day, I saw and heard new things, new ways of thinking and to approach life that helped me to be a better person and to enrich my professional skills.

I am really thankful to those people I worked with: thank to them I am able how to manage by myself any kind of situation and to have more knowledge in the field.

After coming back, I looked back and I noticed the difference of the past person I was, compared to the new and more professional one.

The idea of being part of the Graduate Privileged Partners would mean a lot. It will mean that all the efforts done, the will of trying to achieved particular aims, will represent a goal achieved. It will also confirm that this is the path that I still need to complete.

This path represents my future, where I will be in the future and which role I will have. I still have a lot to do, to experience and to learn from the biggest.

Being part of the GPP will not mean being facilitated to work somewhere with really high recognition, it will mean to have the chance to learn and improved my experience and professional luggage. It will represent an incentive to keep learning from people, doing always my best and achieve all my future goals.



8 Feb 2016

Ms Lacey Hodgert
Senior Industry Learning Manager BMIHMS

Dear Ms Hodgert

Re: Ludovica

I am writing to support Ludovica's application to the GPPP.

I have had the privilege of knowing Ludovica since she started her studies in 2014. Academically she has performed consistently with results at the C/D/HD level and her GPA overall would be around 5.42.

Ludovica displays a very positive attitude and is always most willing to provide assistance and support around the campus. She is also a very welcome member of our School community.

I would have no hesitation in strongly supporting her application. Yours sincerely,

Dr. Edmund Goh Deputy Head of School

A handwritten signature in black ink, appearing to be 'Edmund Goh', written over a horizontal line.

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