

**Name** Mikayla  
**Position** Guest Services Agent  
**Employer** Rydges Hotel



Mikayla joined New Zealand school of Tourism in February 2014, and successfully completed the Diploma in Travel & Tourism in 2015.

Mikayla has been an outstanding student and had the opportunity to show her leadership skills as the class representative. She was always up to date and produced a high calibre of work during her Diploma Course. She was always warm and friendly and when given a task you could guarantee that she would get it done, to the best of her ability. She had 100% attendance throughout all 3 qualifications which is a fantastic achievement in itself.

Whilst in Queenstown on one of the study tours during her course, Mikayla was offered a position at Hilton Hotel, but was not able to pursue due to relocation barriers. This did not stop her however from getting into the Hotel industry. She applied at Rydges Hotel in Auckland City where she secured a full time Guest Service Agent role where she is currently employed. She is responsible for reception duties such as checking guests in and out of the hotel, along with many other duties.

Mikayla absolutely loves her role at the Rydges Hotel. Feedback from Mikayla’s employer is that she is a very fast learner, copes well under pressure and is a delight to have on the team. We are all very proud of her accomplishments and know that she will go a long way within the industry.

We wish Mikayla all the best for her new and exciting career as a Guest Services Agent and we know we will see her again in the near future.



**Well Done!**

**Mikayla!**