

# Jessica Li

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**Program:** Hospitality - Hotel & Restaurant Services Management (HTM)

**Graduated:** 2011

**Current Position:** I oversee the entire Spa Department at the Hazelton Hotel. I manage a small team of Estheticians, Massage therapists and Spa Receptionists. My responsibilities include administrative duties, exceptional customer service, and working closely with the hotel sales and marketing team, accounting for budgeting and finances and the HR team.

**Experience:** I have always been in the hotel industry. I have worked in South Africa, London, England and two luxury properties in Toronto. I had the opportunity to gain experience in all departments of a hotel, including front desk, housekeeping, food and beverage, and sales. Throughout my employment history in the hospitality industry, it allowed me to gain exceptional people and communication skills. People always came first; building long-term relationships and growing repeat business were my top goals. I achieved these goals through consistent service, genuine warmth, care and professional discretion.

**Advice:** Be open to opportunities that arise! Travel and experience things that may be out of your comfort zone.

tags : alumni