

# Santiago Espinel

Published 10/5/2021 by [Gerald Encabo](#)

---

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

**Graduated:** 2018

**Current Position:** Managing F&B operations for the Hilton-managed properties in the GTA. Through the pandemic, the company re-organized and allocated more responsibility for my role. I know to assist in the planning and management of 3 hotels. laying the groundwork for a reopening as restrictions start to ease and business restarts.

**Experience:** I have had the privilege of experiencing both FOH and BOH at an operation and management level. anywhere from dishwasher or prep cook in the BOH or server and bartender in FOH. this has left me with a deeper understanding of how they both operate and how they merge together to provide excellent service and food.

**Advice:** Building a network and leaving lasting positive impressions will open many doors. But you have to go knocking on those doors and not wait for them to come to you. Also, take every rejection as an opportunity to learn if and what you are missing.

tags : alumni