

Case Study:

Gareth Capper

Tell us a little about yourself:

My name is Gareth Capper, I'm originally from the UK but I moved to the Isle of Man when I was 18 years old. I'm now 43 and have a partner and three children here, I truly love living on the island.

How did you get into the hospitality industry?

Before moving to the Isle of Man I had some experience working at a small bar in the UK. When I arrived on the island I applied for bar work at the Palace Hotel and Casino and had my first shift there on Christmas Eve of 1998. Now, having spent over 20 years in hospitality, I've progressed to Director level.

In your opinion, what are the essential qualities needed to be successful in hospitality?

I would say that essential qualities are; good customer service, an approachable demeanor, being able to work as part of a team, and being willing to pass on your knowledge to others.

What do you enjoy most about working in the hospitality sector?

I enjoy the fact that no two days are the same, it keeps things interesting! I also enjoy the camaraderie of the people I work with.

What makes the hospitality industry on the Isle of Man unique?

The industry on the island has such a diverse cultural aspect. The island has such a close knit community in general, and it's the same in the hospitality sector on the Isle of Man.

Why would you recommend working in the hospitality sector?

There are great progression opportunities within all different areas of the industry, you can be very successful working in hospitality!

