

Catherine Ellsworth

Hotel Manager

6 North Bridge, Edinburgh, EH1 1SD
catherine.ellsworth@gmail.com
+44 7734 502 916

March 23, 2026

Douglas Fairbairn
Gleneagles

Dear Douglas,

I saw the Hotel Manager vacancy at Gleneagles and wanted to put myself forward. I have spent the last four years running the 196-room Hilton Edinburgh Carlton with full P&L responsibility and a team of 74, and the move to a five-star resort operation. With the standards and attention to detail that Gleneagles demands. Is the challenge I am looking for at this stage of my career.

At Hilton Edinburgh, I grew RevPAR from £78 to £92 over 18 months through dynamic pricing adjustments and corporate rate renegotiations. I improved the TripAdvisor ranking from #34 to #12 in Edinburgh by overhauling the guest feedback response process, and reduced annual staff turnover from 42% to 28%. I also delivered a £1.2 million room refurbishment programme across 80 executive rooms while maintaining 85% occupancy during the works. The post-refurbishment ADR increased by £22 per night. Earlier in my career, I spent two and a half years as duty manager at the Marriott Royal Mile, where I led the hotel through COVID reopening, writing the risk assessment and retraining 48 staff on new protocols in three weeks.

I hold a BA in Hospitality Management from Edinburgh Napier, a CIEH Level 3 in Food Safety, and Institute of Hospitality membership. I sit on the Edinburgh Hoteliers Association events committee and mentor final-year hospitality students at Napier. I would welcome the opportunity to discuss how my operational and commercial experience could translate to Gleneagles.

Yours sincerely,

Catherine Ellsworth