

For Immediate Release

Source: Coco Palm

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## **COCO PALM APPOINTS MANAGERS IN KEY POSITIONS Human Resources and Duty Managers Join Team**



*Fenna Williams*



*Nicole Moore*

Rodney Bay Village, SAINT LUCIA (16 July 2014) Coco Palm has appointed two Saint Lucian women to the post of Human Resources Manager and Duty Manager. The award winning boutique hotel have announced Ms Nicole Moore as the Human Resources Manager and Ms Fenna Williams as the Duty Manager.

Ms Nicole Moore will look after the 170 team members as the Human Resources Manager at the 103 room Rodney Bay Village hotel. After working in the United Kingdom with nine years in HR, Ms Moore returned to Saint Lucia in April when she joined Coco Resorts. Nicole has taken up the role to assure both the well being of the team and to monitor trends in the industry to keep the team up to par. “The hospitality industry is a 365 day operation running 24/7 which can prove both physically and mentally demanding on the team. Assessing their well being and scheduling training have been my priority” said Ms Moore. She went on to say “Keeping up with the industry and meeting guests expectations involves ongoing training which we have been undertaking in June and July with trainers from both the UK and US which was well received in building team spirit” said Ms Moore.

In addition, Coco Resorts has welcomed back Fenna Williams as Duty Manager. “Looking after our corporate and leisure guests is something I feel proud to do on behalf of Coco Palm which I have known from the day it opened almost 10 years ago” said Ms Williams. “The high repeat guests make my job easy but we can’t rest on our laurels. Word spreads quickly and the internet has only made this faster and to a wider audience which means we have to go the extra mile each time” said the newly appointed Duty Manager. Ms William was previously in the marketing department before a short break and will now be in the forefront to welcoming our guests on arrival and seeing them on departure as well as liaising with our guests with us for meetings or events.

Managing Director, Allen Chastanet, noted “with the expansion in both Food & Beverage with the opening the Creole Grill which means we now offer two restaurants along with our fifth conference room, Golden Palm, which recently opened, we welcome both Nicole and Fenna to our team. We strive to look after both our employees and our guests. We empower both Ms Moore and Ms Williams to act on behalf Coco Resorts in their new roles.” Chastanet went on to say “we are particularly happy to have found Saint Lucian’s to fill these positions which is in keeping with our ‘locally owned and managed’ mantra. Both ladies have worked overseas and bring with them a wealth of experience as we aim to offer our guests a seamless operation they will find internationally.”

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Located in the heart of Saint Lucia’s entertainment capital, the award-winning Coco Palm caters to the independent traveler either on work or pleasure. Offering personalized service with warm Saint Lucia hospitality and authentic Caribbean cuisine all at affordable prices. Contact Reservations to plan your next meeting or visit at [reservations@coco-resorts.com](mailto:reservations@coco-resorts.com) or call +1 758-456-2800 or visit [www.coco-resorts.com](http://www.coco-resorts.com)