

What's your name? David Dray

Tell us about yourself, your family, and where you live.

I am married, have two children called Oliver, age 6 and Amelia age 2. We like to spend family time together on day trips to the beach and parks. I met my wife Suzanne 16 years ago; she supports me in all I do. My hobbies are playing croquet, and represented England in the 2008 World Championships.

What's your business/where do you work?

I work in the Royal Harbour Hotel Ramsgate. I currently manage day to day running of the hotel.

How did you get started?

I was a roof glazier, but fancied a change of career, so started working as a receptionist in 2005 at the Kent International Hotel in Ramsgate, until Travelodge took over in 2010. I then met James Thomas the owner of Royal Harbour Hotel in 2010 and was Operations Manager, then worked my way up the ladder over the last 8 years.

What do you love about your job?

I love meeting new people as well as repeat guests. The guests come from all over England. I just love to help them and offer my knowledge of attractions that Thanet has to offer.

What is the most important thing you do?

The most important thing I do is make sure the guests keep coming back and offer the highest level of customer service.

How do you feel about being shortlisted for Thanet Tourism Superstar?

This is a shock. It just means that past guests have taken the time to nominate me and it makes me feel that I have meant something to someone in the work I do...

What makes you proud of Thanet?

Thanet is a great seaside resort. It has a lot to offer for all ages. It has a wide variety of restaurants and bars as well as hotels. The area is full of character also; it's great for children with the beach and climate.

Give an example of how you have made a real difference to a customer's experience promoting Thanet as a destination to come back to.

I feel that I have a good general knowledge of what's on offer for our guests. I make sure I offer the guests to come back at another time of year for example if they visited in the summer then I say to come back at Christmas time to see the harbour lit up with lights on all boats and carol songs in the street. And if they come at winter then I state Ramsgate, Broadstairs, Margate has the loop bus to hop on and off to see the attractions. I offer a street map and recommend great food outlets to visit.