

**Divinity Group**

York

Liverpool, 18 February 2026

Dear Hiring Manager,

Having followed Divinity Group's recent expansion into the European market, I was excited to see the opening for a General Manager. With 10 years of experience optimising hospitality operations and leading cross-functional teams of 50+ staff, I am confident in my ability to drive the efficiency and guest satisfaction Divinity Group is targeting for the coming financial year.

In my current role as Customer Success Manager at Lothian Group, I was tasked with implementing a new training programme focused on service excellence and restructuring team roles, I successfully increased guest satisfaction scores by 20% within the first year. Additionally, I introduced performance incentives that reduced staff turnover by 30%, saving the company approximately £50,000 in annual recruitment and training costs.

I understand that Divinity Group is currently navigating a digital transformation. This aligns perfectly with my background. In 2023, I led the implementation of a digital customer management system across multiple hotel locations. This initiative improved booking accuracy, streamlined front desk operations, and enhanced the overall guest experience, resulting in a 25% increase in positive customer reviews.

I am eager to bring this combination of operational expertise and commitment to exceptional service to your team. I would welcome the opportunity to discuss how my experience in hospitality operations and team development can support Divinity Group's strategic objectives in an interview.

Thank you for your time and consideration.

Yours sincerely,  
Kayleigh Price