

CASE STUDIES



Name: Susan Redgrave
Organisation: Bvulgari UK Ltd
Role: Senior Accountant

"I feel far more confident about securing my future with the CIMA qualification behind me"

How did you start your career?

I studied Hospitality and Tourism at university as I enjoyed the quick paced world of hotels and the fact that no 2 days are the same. I have always enjoyed working with numbers so I started my career as Accounts Receivable in a hotel.

While I was there I was given the opportunity to take on the role of Credit Controller for maternity cover. After this came to an end I worked in other areas of the finance department and soon became a Senior Accounts Assistant. It was at this point I realised that I wanted a future in finance and decided to undertake the HOSPA Financial management certificate. I was promoted to Assistant Financial Controller and worked in this role alongside being Financial Controller part time at another hotel.

After completing the HOSPA certificate, I wanted to move away from the operational side and work as a Management Accountant. I worked for a Travel Company as Assistant Management Accountant, and then Management Accountant, looking after 5 separate companies. It was in this role that I undertook all my CIMA studies. and upon completing CIMA I gained a job as a Senior Accountant in a luxury retail company, a change from Hospitality but still within the services industry.

How did you start your career?

I joined Hilton Hotel as a part time waiter, then moved to an Accounts Assistant position, where Hilton Hotels sponsored me to complete BAHA (now HOSPA qualification). On completion I then moved on to study CIMA.

Why did you choose to study CIMA after completing HOSPA?

I saw the colleagues I worked with who chose the HOSPA into CIMA pathway and how well they did in their careers. I felt this was a natural progression for me and my career after completing HOSPA.

How does your employer support your studying?

My employer has supported me by covering all my study fees as well as providing study leave for me to prepare and sit the exams.

How long after you completed your HOSPA studies did you study CIMA? What would you recommend is a good time period to leave between studying the two qualifications?

I moved onto studying CIMA within a year of completing the HOSPA qualification. I think 6-12 months is a good timeframe so the knowledge gained from the HOSPA qualification is carried into the CIMA qualification.

How do both qualifications support you within your role today?

Both qualifications have been very useful in terms of my CV, but they have mainly helped me with my knowledge to work within business.

Why did you choose to study CIMA after completing HOSPA?

When I started to study HOSPA I was unsure at this point whether I wanted to stay in Finance or continue in Hotels and work my way up to be a General Manager. By the end of the certificate I knew I wanted to stay in Finance. I liked the flexibility that CIMA offered; when you are working and studying it is great to have the ability to study at your own pace. I also knew that studying CIMA would open so many opportunities whether I chose to stay in the industry or not and also improve my desirability as a perspective employee and lead to higher salary brackets.

When did you study CIMA? What year and at what point of your career?

I started to study CIMA as soon as I finished my HOSPA certificate in 2011. I moved to a job in travel as an Assistant Management Accountant, and 4 years after I finished HOSPA I had fully qualified as a CGMA in 2015. It felt such a great achievement on completion.

How does having both the HOSPA and CIMA qualification help you in your role today?

Both the HOSPA and CIMA qualifications use examples and case studies which you can relate to everyday life in any organization. The HOSPA qualification included assignments which were based on your company, encouraging you to think about everyday operations. CIMA broadens your mind by thinking beyond hospitality, however you can usually apply the same strategic thinking to every day work.

What does the future hold for you?

The future for my career has many possibilities, which are thanks to the CIMA designation. I am hoping to move from a day to day Finance function to more of an analyst role in the future. I feel far more confident about securing my future with the CIMA qualification behind me and know that there is no limit to what I can achieve.



Name: Madhu Mustala
Organisation: TAG Hotel Ltd
Role: Financial Controller

"CIMA will open the door to many opportunities within your career"

What advice would you give to anyone thinking of studying the CIMA qualification after HOSPA?

You are on the right path and CIMA will open the door to many opportunities within your career.

Please describe your current role and what you most enjoy about it?

Being a Financial Controller is a very demanding role but I enjoy all aspects of the role within the hospitality sector. The most enjoyable part of my role is when we deliver bottom line results at year end.

How do you see CIMA contributing to your future career progression?

CIMA has been a key element in why I have been promoted and definitely provides the edge in interviews but it also means I can exhibit confidence in meetings.