

Anne's Royal appointment



AT THE tender age of eight, Anne Rustberggard had already decided what she wanted to be – general manager of a top hotel. Now at 23 she is more than half way to her goal, having been appointed to the tough job of duty manager at Bournemouth's five-star Royal Bath Hotel.

But then Anne, whose family run a small hotel near Oslo in Norway, has already spent 10 years learning the hospitality trade from the grass roots.

After moving to the UK, Anne cemented her practical knowledge with a four-year BA degree course in Hotel Business Management from the Birmingham College of Food, Tourism and Creative Studies.

She says: "Guests come to our hotel either for business conferences or to relax and enjoy themselves. In both cases they expect the best possible service and the duty manager acts as the trouble-shooter if any problems arise."