



MY Magic JOURNEY

2005-2008

Seasonal Retail Team Leader at Thorpe Park

2008-2011

Permanent Retail Team Leader at The London Eye

2012-2014

Learning & Development Coach at LEGOLAND Windsor Resort

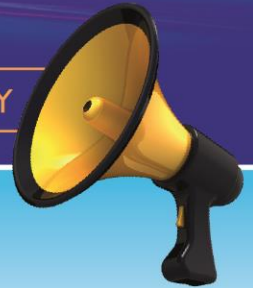
2015-current

Product Excellence Manager at LEGOLAND Windsor Resort

Kelly Green

Product Excellence Manager

CAREERS STORY



Enjoy every moment of it!

Kelly Green
Product Excellence Manager

• **What is the best thing about working at Merlin?**

The best thing about working for Merlin is the people. Since starting my Merlin career back in 2005, I have met so many people that will be friends for life. The people make my job each day, and I wouldn't change it for the world.

• **What has been your best / proudest moment in the business?**

When I was shortlisted as employee of the year at The London Eye for my work and passion for the company. It was a huge achievement, and a moment I was proud of.

• **What value typifies Merlin to you and why?**

The Merlin Value that sticks with me the most is; We do it all for the Love of Fun! This values really represents anyone that works for the company. We are in the entertainment business and we are all about FUN! In each part of my role its's important I deliver the FUN to all our guests to ensure they keep wanting to come back!

LOVE YOUR WORK.
Work your magic.



• **What would you say to someone considering a career in Merlin?**

Get ready to get yourself involved in anything and everything. There is so much to learn and lots of opportunity try something new.

• **Where do you see yourself in 5-years time?**

In a role that continues to engage, empower, and excites both guests and colleagues

• **What is your favourite attraction?**

Chessington World of Adventures! It's got a bit for everyone!

• **What is your top tip for success?**

Be yourself, and work to the best of your ability. The more you put in, the more you get out.

• **What are the main skills a person needs to have your career path / role?**

In my role its all about engagement, and building relationships to ensure we work together as a team. I need to ensure that the is delivering a high standard of guest experience to our guests, and if we aren't understanding how we can improve.

• **What was your experience / qualifications before you came to Merlin?**

I have worked for the company since I could get a job, however I studied both Travel & Tourism and Leisure & Tourism in college.

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Work your magic.

