

Two colleagues promoted to account director roles

3 years ago



[Portico](#), the specialist provider of high quality, tailored guest services, has created two brand-new account director positions.

Rachel Smith and Abbie Smith assumed their new roles on 1 January which will see them take on more client-focussed responsibilities – each will manage a segment of client business while also contributing to wider company offerings.

Rachel Smith joined Portico in 2015. Her first role involved overseeing the move of its client UBS into new headquarters at 5 Broadgate. In 2018, she moved to take over the company's new business with NatWest (formally RBS) and has since added high levels of value across several accounts.

"I remain as passionate about making people happy through hospitality and customer-facing roles as I was when I started out in this industry more the 20 years ago," she commented. "Since arriving at Portico in 2015, I have become part of the family and am grateful to all my colleagues who have supported me along the way."

Abbie Smith has been with the company for more than four years. She moves into the role of account director having previously held the position of operations manager, where she looked after a varied portfolio of clients.

She said: "This feels like a natural step, building on my previous experience in senior management posts overseeing multiple clients and managing numerous relationships with customers. I cannot wait to get started and help to shape Portico's next chapter."

They offer well over 30 years of combined experience and knowledge, as well as a strong team bonding focus which strongly aligns with the company's values. Operations director Hanna Barrett added: "We are delighted to announce Rachel and Abbie as our new Portico Accounts Directors. Portico is a growing business, and the roles have been created with both our growth journey and customer interests