

## TRAINING POSITION

### Group presentation

AccorHotels, **the world's leading hotel operator and market leader in Europe**, is present in **92 countries** with **more than 3,700 hotels** and **480,000 rooms**.

With **more than 180,000 employees** in AccorHotels brand hotels worldwide, the Group offers to its clients and partners nearly 45 years of know-how and expertise.

AccorHotels provides an extensive offer including complementary brands—from luxury to economy—that are recognized and appreciated around the world for their service quality: Sofitel, Pullman, MGallery, Novotel, Suite Novotel, Mercure, ibis, ibis Styles, ibis *budget*, hotelF1 as well as Thalassa sea & spa.

YOU ARE SOMEONE UNIQUE, **YOU SHARE OUR PASSION**.

BE IMAGINATIVE, GIVE THE BEST OF YOURSELF, DARE TO GO FURTHER, ENRICH OUR DIVERSITY, MAKE YOUR EXPERTISE GROW, WELCOME PEOPLE WITH YOUR HEART, ENJOY YOURSELF, DREAM BIG FOR YOUR FUTURE

### FEEL WELCOME

#### Training Position: **FRONT OFFICE MANGEMENT TRAINING**

#### Dept. or Hotel and LOCATION

Front Office - **NOVOTEL SUITES HANOI , Vietnam**

#### ANTICIPATED STARTING DATE + DURATION

**Jan 2016**  
**1 year (Minimum 6 months )**

#### KEY TASKS

- To welcome guests and secure quality of their entire stay
- To build relation with long stay guests and offer personalized services
- To maintain Le club accorhotels loyalty program up to date
- To secure respect of working procedures
- To manage employees relations & development in relation with FOM and Training manager
- To participate actively to hotel's online reputation management
- To develop upselling programs and sources of revenue
- To supervise Minor operating department ( Fitness, library....etc)

#### SKILLS

Excellent command of English ( verbal and written)  
+ Korean , Japanese or Chinese (at least 1 of them - verbal and written)  
Prior experience in Hotel or service industry is a plus

Intercommunication skills and adaptability  
Organised , goal oriented , accountable and motivated to develop him/herself  
Passionate about guest relations & service

#### CONDITIONS

**Accommodation – meals – laundry provided by the hotel**  
**Monthly allowance: 200 USD net / month + service charge ( approx. 50 USD)**  
**Medical insurance as per accor policy provided by hotel**

#### CONTACT person and mail

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