

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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