

# Accor professions guide: Quality and attitude manager (m/f)



## What exactly does my mission involve?

- Oversee the application of service and behavioural standards in line with the brand's specifications
  - Ensure the daily implementation of standards by providing the method support required by the heads of department to define operating modes and progress indicators
  - Mobilise the employees around the "Quality and Attitudes" policy
  - Contribute to the evolution of our services
- Apply on line for the quality and attitude manager positions

## This profession exists...

in all Pullman hotels around the world.



## Testimony of Gabrielle Choy, Quality and Attitude Manager at Pullman Sydney Olympic Park

*"I joined the Pullman at Sydney Olympic Park team in June 2008 as Quality and Attitude Manager. Previously I had ten years of experience in different hotel industry positions. My primary responsibilities consist in daily analysis of our quality process and support for staff in deploying work methods and attitudes that enhance quality and conviviality across all the different teams. By helping people understand and embrace our brand promise I contribute to the efforts deployed by everyone to guarantee service quality aligned with the exacting standards of a high-end brand. This two-fold mission serving both our teams and our customers makes this position tremendously motivating. This job is versatile by definition, so I'm not only providing support for the hotel general manager, but also for the heads of all our departments. This means an impartial assessment of whether we're achieving objectives, stepping back to ensure perspective to identify areas for improvement. Pullman faces some very exciting challenges in 2009 and I'm looking forward to contributing to building our new brand in Australia and to helping promote an entirely new type of hotel culture for the team at Pullman at Sydney Olympic Park. "*

Personality | Activities | Qualifications/Experience | Progression

Attentive to detail and quality  
Organised, methodical  
Take initiatives  
Leadership  
Good communication skills  
Open minded and Reactive  
Good teacher  
Aptitude for working in project mode

#### **Customer Relations**

Friendly and open customer contact

#### **Profession techniques/Production**

Implement control tools for the teams (analysis, diagnosis, action plans and follow-up)  
Centralise all information relating to customer satisfaction  
Analyse the results using pre-defined indicators  
Communicate recommendations to managers

#### **Team Management**

Mobilise all heads of department to work in project mode  
Encourage cooperation between the different departments  
Guarantee the quality of service for the customer (homogeneity)  
Implement actions to sensitise the employees to quality, sustainable development and attitude

#### **Administration**

Control actions within the defined budget limits

Vocational training in Hospitality/Catering, in sales or equivalent  
Preferably five years experience in Hospitality/Catering in varied and international environments  
Fluent English – a second language is appreciated  
Knowledge of desktop applications  
Have experience in a multicultural environment

Sales Manager (m/f)

Rooms' division Manager (m/f)

Hotel General Manager (m/f)