

# Accor professions guide: Welcomer (m/f)



## What exactly does my mission involve?

- Perform Front Office, Reception and Information operations
- Make the link between the different hotel's departments and the various points of reception
- Take care of the guests from their arrival to their departure in order to contribute to their whole satisfaction
- Promote the different services of the hotel
- Help in reaching the department's quantitative targets

Apply on line for the Welcomer positions

## This profession exists...

...in Pullman hotels all over the world



**Monica Castenada Welcomer at Pullman Paris Tour Eiffel tells her story**

*"This position spans a rich array of responsibilities, involving contact with our guests and with all the hotel departments.*

*You need to be constantly available and be able to listen closely to guests to quickly and efficiently respond to all their requests.*

*I'm very much aware that the Welcomers are emblematic of the Pullman brand, not only because our position was tailor-made for the new Pullman network, but also because we're the most visible element in this new offer. My colleagues and I all believe that this function has a great future. And we're equally convinced that it will be enriched further with new responsibilities in the years to come."*

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[Personality](#) | [Activities](#) | [Qualifications / Experience](#) | [Progression](#)

Helpful, team player  
Enthusiastic and spontaneous  
Empathetic  
Natural elegance  
Good oral communication skills  
Sales sense  
Capacity to think ahead  
Open minded, inquisitive, good general knowledge  
Good level of English

#### **Customer relations**

Be Present, visible, easily identifiable and go naturally to meet clients  
Contribute to the wellbeing of the guests by establishing a warm and personalised relationship  
Anticipate the needs of the clients by taking them into consideration at any time  
Handle the information requests of the guests, provide them answers or put them in contact with the appropriate person  
Promote the use of the check in/ check out computer kiosks and provide assistance to guests if needed

#### **Professional technique / Production**

Handle phone calls  
Manage the flow of customers by avoiding waiting times  
Manage the arrival and departure processes  
Inform the guests about the formalities or any particular conditions relating to their stay and give them information about the services available in the hotel

#### **Team management**

Assure the interface between all hotel departments  
Help in training and assisting the other welcomers of the team

#### **Management and Administration**

Respect procedures governing invoicing and cash operations  
Be responsible for the cash  
Undertake administrative tasks if needed

Vocational training in Hospitality/Reception  
Knowledge of desktop applications  
Fluent in the national language, English and a 3rd language  
First experience in a customer relationship position

Welcomer manager  
Reception Team Leader (m/f)  
Head of Reception (m/f) (after experience)  
Assistant rooms' division manager (m/f)  
A Group hotel of a different brand or of higher capacity  
International mobility