

Accor professions guide: Hotel team member (m/f)

What exactly does my mission involve?

- Take part in the daily tasks associated with the profit center's operations
 - Help provide continual satisfaction for guests by ensuring top quality service (welcome, reservation, breakfast, rooms,...)
 - Ensure different jobs according to the size and the activity of the hotel (closing hotel operations at the end of the day, checking deliveries)
 - Apply the hygiene and security rules
- Apply on line for the hotel team member positions

This profession exists...

In most of the economic hotels of the group around the world.



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

Adaptability

Rapidity and efficiency

Welcoming and service orientated

Team spirit

Services sprit

Availability and reactivity

Organized

Customer relation

Deliver a wide range of guest services (welcome, reservation, breakfast, rooms...)

Create a friendly atmosphere

Handle any guest complaint or problem

Management

In charge of invoicing and cash operations

Check cash levels and ensure that holdings are securely stored

Close hotel operations at the end of the day

Hygiene / Personal safety / Environment

Take part in hotel cleaning operations, interior and exterior

Apply security rules

Ensure the safety of the people and property in the hotel

Help ensure the technical maintenance of the hotel and keep any equipment in good condition

Ensure the correct application of all legislation, particularly protection laws regarding alcohol, prostitution, discrimination and drugs

Respect the hotel's commitments to the "Environment Charter" (saving energy, recycling, sorting waste...)

Some experience in hospitality is appreciated

Training available for beginners

Has to speak the language of the country

Housekeeper (m/f) – Reception (after training)

Hotel Manager Assistant (m/f) (economic hotels)

Larger hotel or of a different brand