



ACCOR

*Indigenous
Careers Program*

CANDIDATE PACK





We are excited to be partnering with you to create career opportunities for Aboriginal and Torres Strait Islander peoples

This information pack will provide you with essential information on what it takes to join Accor and the details of the next program in your region. All candidates must complete an application pack and return along with their resume by the application closing date.

Each day morning tea, lunch and afternoon tea will be provided to participants.

Once you have read this pack, if you have any further questions, please do not hesitate to contact a member of the Indigenous Programs Team directly.

Kind regards,

Josh Hanley

Senior Indigenous Programs Manager

Indigenous Careers Program – Recruitment Session:

20th January, 2020

Careers Program Dates:

21st-24th January, 2020

Accor Indigenous Programs Team:

Kedea Atherton 0427 382 965/ Josh Hanley 0400 360 248

Host venue:

Pullman Brisbane King George Square

Invited candidates should ask for the Indigenous Careers Program at reception on arrival.

An introduction to Accor

Accor, the world's leading hotel operator and present in 95 countries with over 4,100 hotels and 510,000 rooms. With more than 190,000 employees in Accor worldwide, our group offers nearly 45 years of know-how and expertise.

Accor Pacific

330+
hotels

27,000+
rooms

21,000+
employees

Our brands

Luxury

Premium

Midscale

Economy

RAFFLES

SLS

mantis

ANGSANA

mantra

BreakFree

ORIENT EXPRESS

SOY



25h
twenty five hours hotels

NOVOTEL

ibis

BANYAN TREE

SOFITEL

HYDE

Mercure

ibis
STYLES

DELANO

THE HOUSE OF
ORIGINALS



MÖVENPICK

adagio

ibis
budget

SOFITEL
LEGEN

RIXOS

Art Series

GRAND MERCURE

MAMA
SHELTER

JO&
JOE

Fairmont

onefinestay

MONDRIAN

PEPPERS

TRIBE

hotelf1

pullman

THE
SEBEL

swissôtel

Accor Indigenous Careers Program

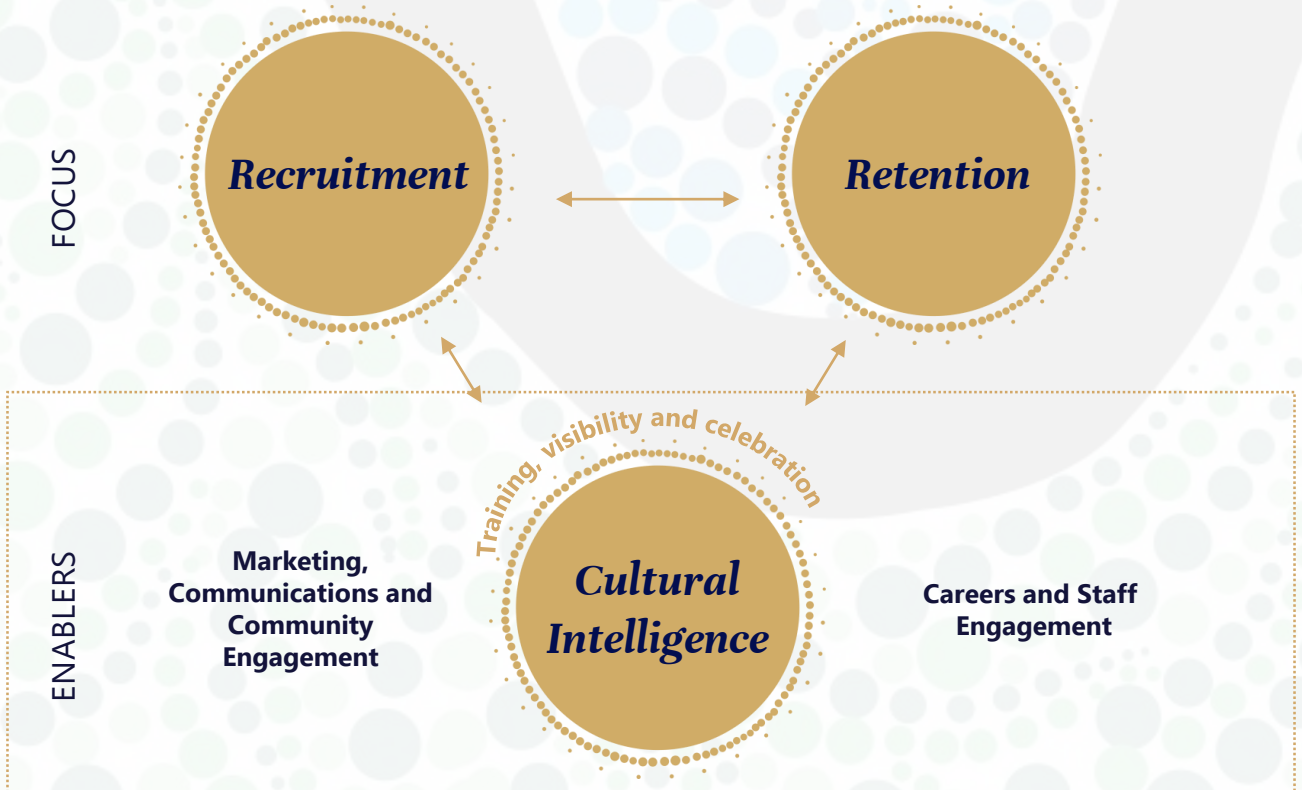
Our vision is to work in collaboration with the community to create real career pathways for Indigenous Australians and genuine cultural experiences for our guests.

Since 2001, Accor Indigenous Careers Programs have been creating success through real training and career opportunities for our First Nations Peoples.

Our signature 5 day practical training and work experience careers program ensures candidates are prepared to step into a role immediately on completion and has placed nearly 1000 candidates into careers since 2011.

Our team of Indigenous career experts are here to inspire, mentor and build real careers for our First Nations peoples and are located in Cairns, Brisbane, Sydney, Melbourne and Perth with responsibility for outcomes nationally.

Accor Indigenous Programs outline



Why work with Accor?



Our signature five day practical employment program ensures candidates are prepared to step into a role immediately on completion.

REWARDING / Fun, rewarding and people focused work environment

BUILD CONFIDENCE / Learn new skills that will stick with you for life

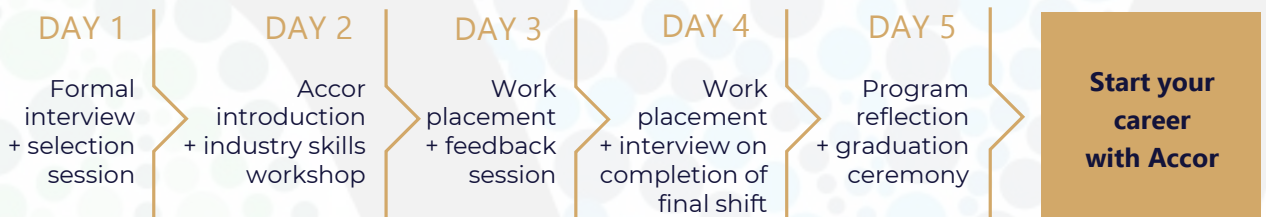
CULTURE / Share culture with guests everyday, your story is our story

DISCOUNTS / Discounts at hotels for you, your family and friends

TRAVEL / Travel or relocate around the country or the world while you work. Internal transfers happen all the time

CAREER / Train in one or many departments whilst building a career that suits your lifestyle

The path to success



TRAINING / Five day training and work experience program hosted by Indigenous Programs Team

PERSONAL DEVELOPMENT / Designed to build skills, confidence and get you a job in an AccorHotels property right around the country

ADVANCE PROGRAM / Candidates are required to attend an information and interview session one week in advance of program

THE RIGHT JOB FOR YOU / Jobs available are tailored to candidate application and interview at the information session with a focus on finding the right people for the right jobs

FAST TRACK OPPORTUNITIES / Candidates suitable for direct hire will be recommended to hotel HR departments to fast track job outcomes

DEFINED EXPECTATIONS / Full completion of the five program, transport access, grooming and performance standards must be met to be eligible for an outcome

5 day program outline

	DAY 1 By invite	DAY 2 10am-4pm	DAY 3 Full shift	DAY 4 Full shift	DAY 5 10am-12pm
MORNING	Formal Interview & Assessment Session	Hotel tour, people introductions and get to know you session	Work experience-regular shift timing in proposed role	Work experience-regular shift timing in proposed role	Program reflections Graduation ceremony
		Introduction to Accor and Indigenous Programs	Continue checklist and customer service moments	Continue checklist and customer service moments	Final interview if required
		Indigenous Tourism & Accor			
AFTERNOON		Lunch with Special Guests	Work experience-regular shift timing in proposed role	Work experience-regular shift timing in proposed role	
		Guest Engagement Training	End of day reflection and checklist check-in with hiring manager	End of day reflection and interview with hiring manager	
		Work Experience Briefing & Confirmation			

INTERVIEW SESSION / Information and candidate interview session hosted by Accor Indigenous Employment team one week in advance of careers program

WILLINGNESS TO LEARN, THE GREATEST ASSET / Limited work experience is required but we focus more on having a great attitude, willingness to learn and ability to give it your best shot for the full length of the program

PRACTICAL WORK EXPERIENCE / Hands on work experience in the role you're interested in is an integral part of the program

'CERTIFICATE OF PARTICIPATION' / on completion of program – only those that complete the full five days are eligible for a job outcome

Communication timeline and candidate preparation



CANDIDATE PREPARATION REQUIREMENTS

MENTORING, FEEDBACK
AND JOB OFFER

Solid communications and customer service skills

High grooming and presentation standards

Understanding of hotel roles and departments

Access to transport and hotel location reviewed

Responsible Service of Alcohol Certification (where required)

Health assessment

Police check

4 WEEKS

Recruitment commences & applications open

4 WEEKS

Accor reiteration of program expectations

2 WEEKS

Final reminder for candidates' CVs & Applications

1 WEEK

Applications close and shortlisted candidates invite to formal Interview

0 WEEKS

Formal interview & Indigenous Careers Program

1 WEEK

Employment commences & Heartist training

Candidate preparation guide

Mandatory requirements when preparing a candidate

WORK EXPERIENCE

- Customer service experience desired but not required – provide training if required
- An interest in serving others and working with great people is desired
- A positive attitude with a willingness to learn, grow and adapt to a fast paced work environment
- Computer skills, RSA and drivers licence are required in some roles – accreditation to be acquired in advance of program information sessions

GROOMING

Non-negotiable and required to attend information sessions

- Black shoes (professional, durable and comfortable – 8 hours shifts on your feet require this)
- Black pants, belt, socks and long sleeved black button up shirt
- Natural hair colours and make-up, limited piercings, concealed tattoos and neatly groomed facial hair

FITNESS AND HEALTH

- A reasonable level of health and fitness is required in all hotels – most roles require standing on your feet from 3-8 hours
- No chronic pre-existing injuries that would prevent a candidate from standing for long periods (regularly) or lifting up to 15kg throughout a shift
- Completion of a full medical is required in some roles to be successful so advance notice of any ailments is appreciated

SHIFT TIMING (UP TO 8 HOURS)

Early: 5am start	Morning: 7am start	Mid: 12midday start
Afternoon: 2pm start	Evening: 5pm start	Late: 11pm start

TRANSPORT

Recommend candidates based on hotel locations and proximity to transport

- Ensure access to public transport or a vehicle is manageable with the above shift times
- Please ensure candidates have the funds to pay for transport during this week
- Parking costs are to be borne by the Job Active or individual for this program

Hotel departments and role descriptions



Diverse opportunities exist through multiple departments

**See separate Job Descriptions pack for more details on each role*



Role summary and rating

This summary provides an outline of role requirements and opportunities within Accor

DEPARTMENT / ROLE	SUMMARY OF DUTIES	CUSTOMER INTERACTION	FITNESS / HEALTH	SHIFT FLEXIBILITY	SKILLS TRANSFER / CAREER OPP
FOOD & BEVERAGE	Preparation and service of food and beverage Clearing and cleaning of food and equipment Functions, events and meetings RSA required	★★★★★	★★★★★	★★★★★	★★★★★
FRONT OFFICE RECEPTION	Greet and serve guests, be the face of the hotel Check guests in and out of hotel on computer system Make reservations Money handling and computer skills required	★★★★★	★★	★★★★★	★★★★★
FRONT OFFICE PORTER	Greet and serve guests, be the face of the hotel Transport cars, bags and give directions to guests Make dinner, tours and other reservations Drivers license required	★★★★★	★★★★★	★★★★★	★★★★★
HOUSEKEEPING	Cleaning rooms and public areas Making beds and servicing bathrooms Laundry operations Some heavy lifting required	★★★★★	★★★★★	★★★★★	★★
ENGINEERING & MAINTENANCE	Respond to guest requests Fix plant and equipment Painting and decorating Maintain records	★★★	★★★★★	★★★★★	★★
SALES, MARKETING, HR, FINANCE, MANAGEMENT	Minimum 3 years work experience or degree desirable	★★★	★	★	★★★★★

Career opportunities

Additional training & development

Work, learn & travel

Cross train to other departments

Experience different hotel brands

Established career & leadership training programs





ACCOR

RAFFLES \ ORIENT EXPRESS \ BANYAN TREE \ DELANO \ SOFITEL LEGEND \ FAIRMONT \ SLS \ SO \ SOFITEL \ THE HOUSE OF ORIGINALS
RIXOS \ ONEFINESTAY \ MANTIS \ MGALLERY \ 21C \ ART SERIES \ MONDRIAN \ PULLMAN \ SWISSÔTEL \ ANGSANA
25HOURS \ HYDE \ MÖVENPICK \ GRAND MERCURE \ PEPPERS \ THE SEBEL \ MANTRA \ NOVOTEL \ MERCURE \ ADAGIO
MAMA SHELTER \ TRIBE \ BREAKFREE \ IBIS \ IBIS STYLES \ IBIS BUDGET \ JO&JOE \ HOTELF1