

MOVE
UP


NOVOTEL
HOTELS, SUITES & RESORTS

EVERYDAY
WE DO BETTER

ONE AMBITION,
ONE PHILOSOPHY

MOVE FORWARD TOGETHER

Do you want to evolve?

Gain autonomy?

Take on more responsibility?

At Novotel, we believe that you all contribute to the brand's success and ensuring customer satisfaction. That's why we do everything we can to make your professional development easier with Move Up, the Human Resources programme designed especially for you!

Discover now the five programmes that accompany your professional development:

- **WELCOME TO NOVOTEL**
- **ITINÉRAIRES**
- **GLOBE-TROTTER**
- **VISA PASS**
- **NOVOTEL SPIRIT: LIFE GENIUS**

Integrate
**WELCOME TO
NOVOTEL**

Progress
**ITINÉRAIRES
GLOBE-
TROTTER**

**MOVE
UP**

Receive
recognition
VISA PASS

Share the
same attitude
towards service
**NOVOTEL SPIRIT:
LIFE GENIUS
ATTITUDES**



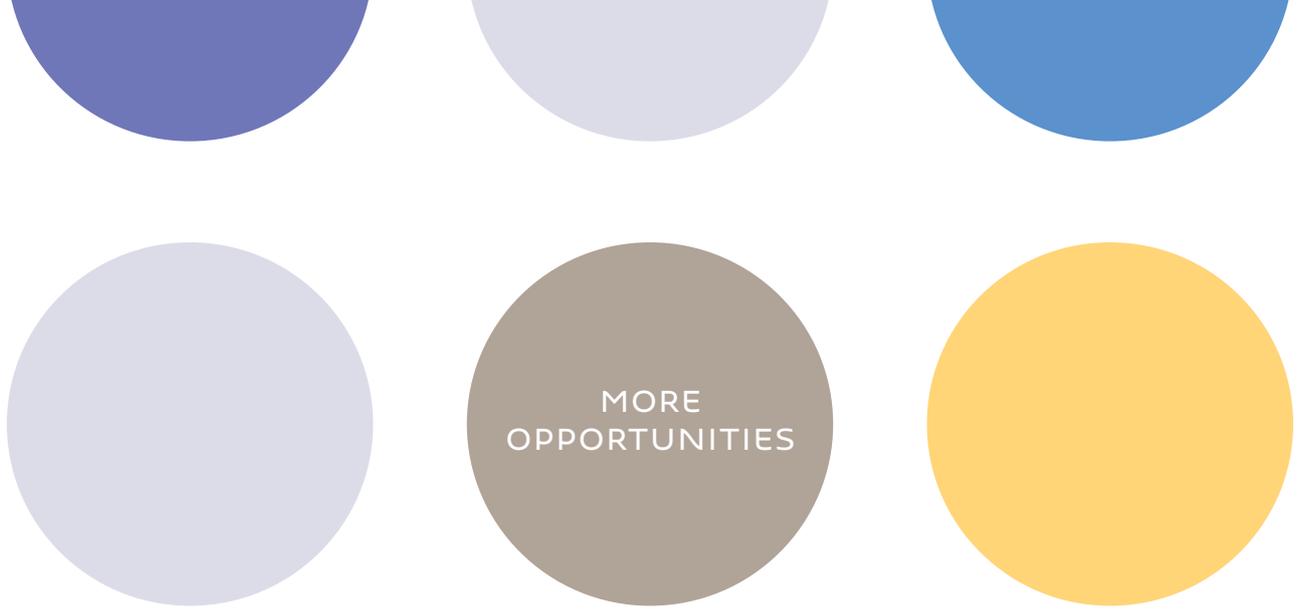
MOVE
UP

WORK TO
BUILD THE
FUTURE
TOGETHER
FROM DAY
ONE

MARIE
fan of
NOVOTEL



fan of
PARIS



MORE
OPPORTUNITIES

DISCOVER, MOVE ABOUT AND INCREASE YOUR KNOWLEDGE

WHATEVER YOUR JOB, YOU CAN ACQUIRE COMPETENCIES,
IMPROVE YOUR KNOWLEDGE AND PROGRESS BY VARYING
YOUR EXPERIENCES.

Move Up enables you to gain more responsibilities within a shorter period of time by providing you with everything you need to help map out your career at Novotel. With the support of your manager, you can be the main driving force behind your career.

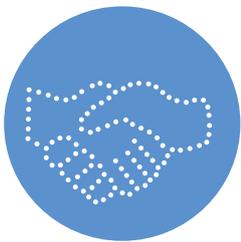
Your move!



MOVE
UP

CHANGE
THE WAY
YOU PERCEIVE
CUSTOMER
SERVICE

INTEGRATE
AND GAIN
AUTONOMY



WELCOME TO **NOVOTEL**

START YOUR NEW ROLE AND NEW WORKING ENVIRONMENT POSITIVELY WITH WELCOME, YOUR INDUCTION PROGRAMME.

Find out about your working environment

Visit your hotel, meet your colleagues and your mentor... and be a Novotel guest for the night.

Embrace the Novotel spirit

Discover the brand's culture and your customers' expectations by working your way through our five training programmes during your first six months of employment with us.

Share with your colleagues and managers

Spend a day shadowing your colleagues in a different department to see what their job entails. Meet with your manager and discuss how you feel about your induction period by participating in an "open table" session and by completing the satisfaction questionnaire provided.

Assess and be assessed

Gradually start to assess your competencies with your manager within the framework of the ITINERAIRES programme.

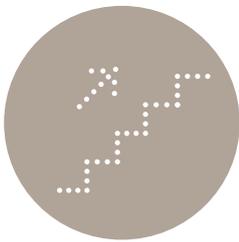


MOVE
UP

FEEL GOOD
STRAIGHT
AWAY



DEVELOP YOUR
COMPETENCIES
AND PROGRESS



ITINERAIRES

PROGRESS AT YOUR OWN PACE

Improve and consolidate your knowledge, acquire new competencies, progress and evolve with **ITINERAIRES**.

Become qualified in three stages. You can progress by working your way through three levels of qualification.

Have a clear vision of what is expected from you in each role

Develop and progress

Identify the areas in which you wish to target your professional development in order to plan out your career progression with your manager.

Gain recognition of your competencies within the entire Novotel network

1

Novotel Graduate

Able to apply the basic of your profession.

2

Novotel Bachelor

Able to master the competencies needed in your job, to work autonomously and take initiatives.

3

Novotel Master

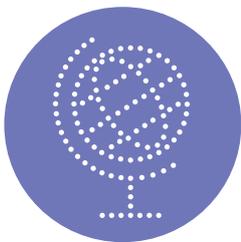
Able to pass on your knowledge and occasionally take responsibility for the department when needed.



MOVE
UP

CREATE
YOUR OWN
PROFESSIONAL
PROJECT

MOBILITY
AND
PROGRESS



GLOBE-TROTTER

**GLOBE-TROTTER PROFESSIONAL DEVELOPMENT
PROGRAMME, DESIGNED FOR THOSE WHO WISH TO
DEVELOP THEIR CAREER'S: A WIN-WIN PROGRAMME**

How it works

Over the course of 3 or 6 months, you will have the opportunity to work and train in different hotels and spend a certain period in another country on the same continent, or in another hotel in your country.

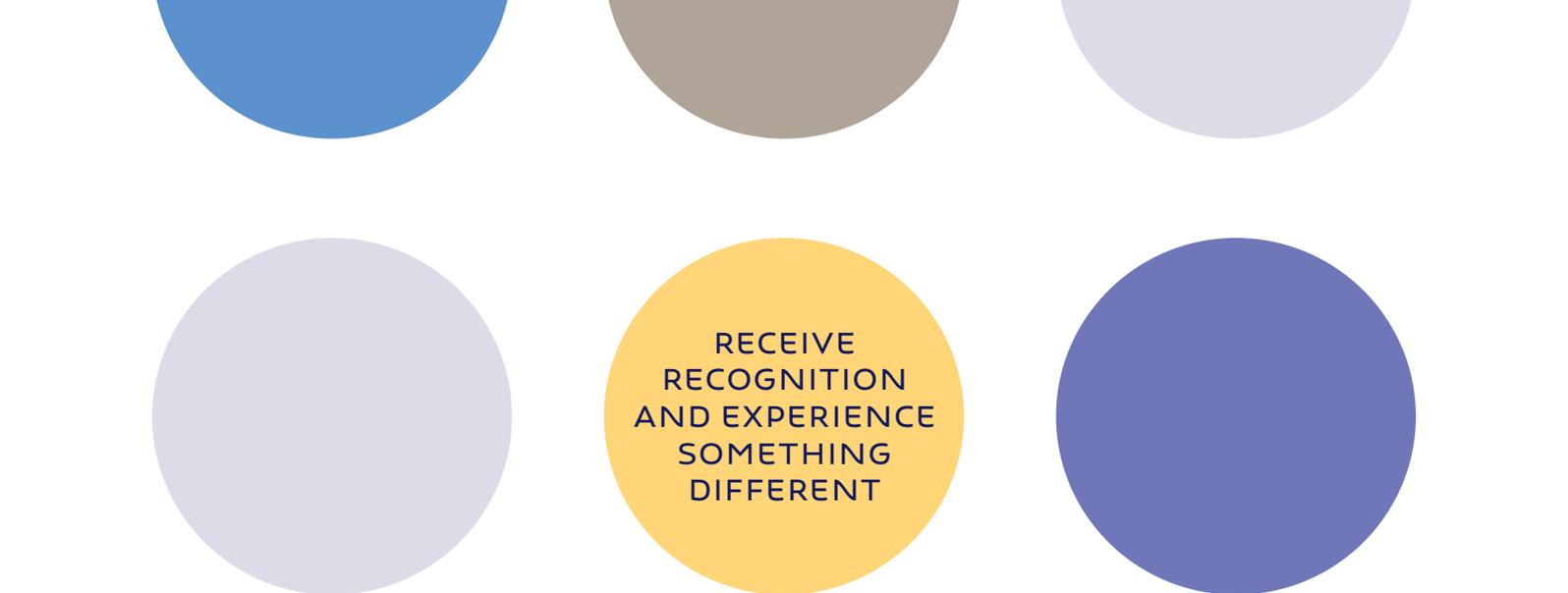
Grow faster... but never alone!

Your involvement is just as important as that of your manager. He/she is here to help and will answer all of your questions. He/she will guide you in your choices at each stage of the programme in order to ensure that you are successful in your professional development.

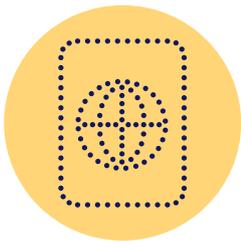
Are you ready for the adventure to begin?



MOVE ON
TO THE NEXT
STAGE IN YOUR
CAREER



RECEIVE
RECOGNITION
AND EXPERIENCE
SOMETHING
DIFFERENT



VISA PASS

A UNIQUE EXPÉRIENCE

Every year we acknowledge staff who have performed exceptionally well. They are offered the unique experience of spending a month abroad in the same job role. Staff can gain valuable experience, adopt good practices, improve their foreign language, skills and meet new people.

VISA PASS offers a whole host of opportunities to aid both professional and personal development!

... An experience worth sharing

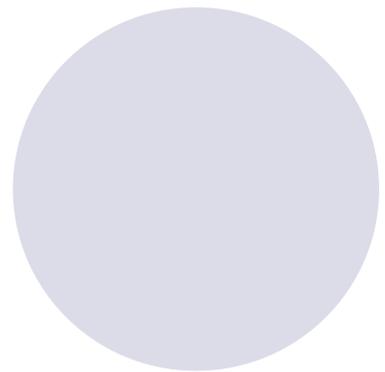
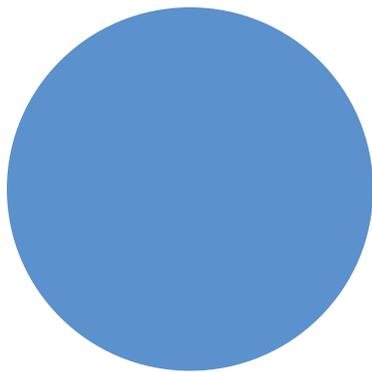
Tell your colleagues back home what it was like living there and all the things you learnt!



MOVE
UP

SEE YOUR
EFFORTS
REWARDED





THE ATTITUDES TO ADOPT

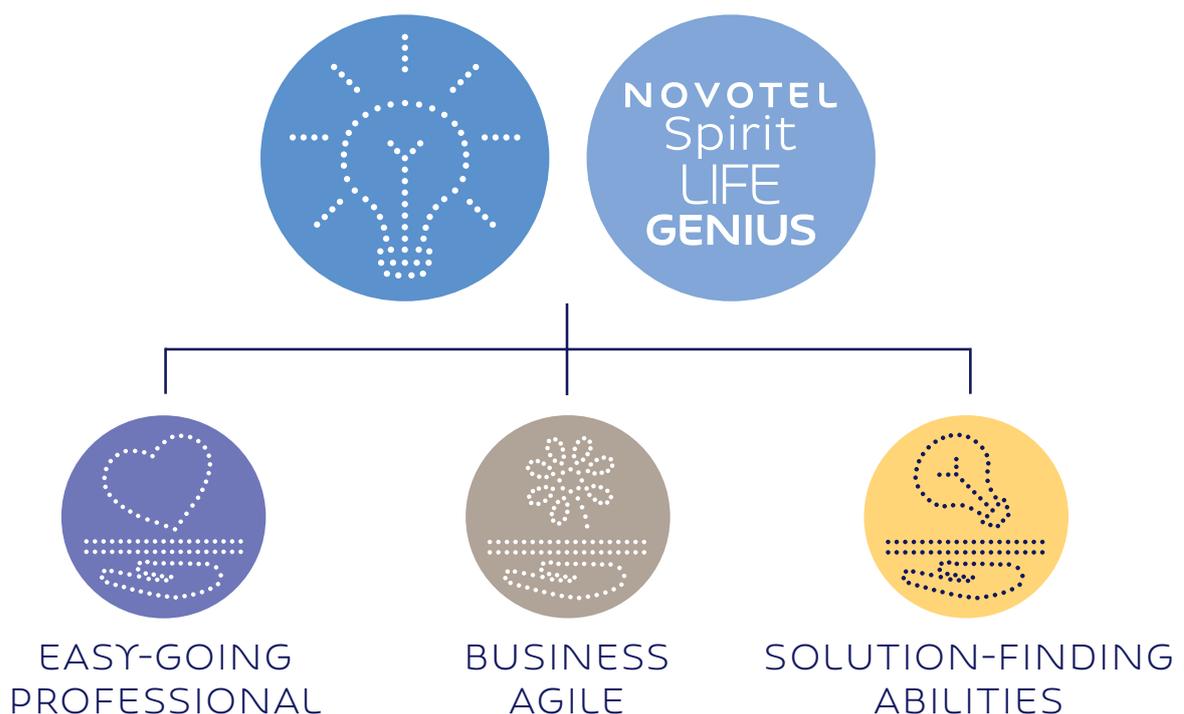
As the first point of contact for customers, you uphold Novotel’s excellence and service quality every day.

In order to fulfil the Novotel guest promise on a daily basis “Novotel is the best way to Relax and Re-Energise”, you need to practice the three attitudes that sum up Novotel’s service spirit.

At Novotel, each team member is a **Life Genius**, ensuring that our guests enjoy an **easy-living stay**.

They are driven by a simple motto: *“How can I make my guest’ life easier today”*

Easy-going professional, business agile, and solution-finding abilities, they use their professionalism to help anyone, anywhere, anytime.





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HOW CAN
I MAKE MY
GUEST'S LIFE
EASIER TODAY?

PAUL
fan of
NOVOTEL



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WE DO BETTER



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HOTELS, SUITES & RESORTS

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Gain autonomy?
Take on more responsibility

Move Up is the Novotel Human Resources policy designed especially for you. Speak to your manager about it!