

# MARRIOTT



30 MINUTES WITH...

## Azeddine Malouki

RESTAURANT & BAR MANAGER

### How is your daily routine?

As Bar and Restaurant Manager of Madrid Marriott Auditorium Hotel & Conference Center, I'm in charge of planning and supervising all the outlets regarding its service, quality and work team, always keeping the brand standards to achieve a correct running. I'm also in charge of receiving our clients at the different bars or restaurants and recommend them about the menus we offer and the drinks we have as well as interest myself about their experience in any of our areas. One of the most important tasks which I have is to recollect all the useful information and share it with the rest of the team.

My daily routine. Once I get to the hotel, I come around to the Greatroom and I catch up with all the details about how the morning developed, I assign task to the team, check emails, manage the last changes and, once this task has been done, I check everything which we have to make during the service and verify the correct develop of the functions assigned to the associates.

I also help with the Room Service team, organizing the requests, the delivery and attending the clients in room. Before open the Champions Bar, I schedule the televisions with the sports events.



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**What kind of clients can be found at Greatroom and Champions Bar? Who is the most common profile you can find on these spaces?**

Due to the variety of clients we have from events to individual guests, the Greatroom is the perfect place for this pause between meetings, for having lunch with colleagues and also for the rest and refresh after a flight.

At Champions Bar, the clients can enjoy of the area in an informal and relaxed way, having dinner or tasting our wide variety of beers while they keep watching their favourite sport in some of our 9 screens, included the new one of 86 inches.

**What variety of offers these spaces have inside the hotel?**

Greatroom is a cozy and calm space with a sophisticated decoration. Because of the wide schedule it has, we offer breakfast, lunches and a variety of "tapas" until 1:30 am. Our client can enjoy of their afternoon/night with piano live music from 7:00 pm to 11:00 pm.

Champions Bar is an area specialized in American cuisine. A perfect place in order to enjoy the sport together with your favourite drink and a large option the menu has for all tastes: different kind of burgers, quesadilla, nachos...

Because it's a sport bar, we've adapted to the new schedule of the European competition football, open the place 30 minutes before (6:30 pm) with special menus combining a dish + a drink

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or a starter, main dish + drink, and in order for you to celebrate victories we'll toast with a premium drink in a special price.

We also have an outdoor terrace which will be open from April to October, depending on the weather. An ideal place making even more pleasant with music to enjoy our original cocktails.

### **The Greatroom has the best "tapas" in Madrid? Reality or legend?**

It's a reality. We have a wide variety of options in the tapas' menu as: natural humus with pita bread, eggplant paté with toast and olives powder and other delicatessen in order to share with colleagues or family. Delicious tapas which, honestly, are a success.

### **How do you create a menu of tapas?**

It's a team work. We work as well together with our Chef. We check our client's tastes watching and analysing what products they consume. We change our menu twice per year.

### **What make these spaces special?**

Apart from the new modern decoration, we've a brilliant service of waiters. We know that in these kinds of services, the human side is the most important thing. We're a diverse team, with different nationalities and languages (Romanian, Russian, Portuguese, Arabic, French, Hindu) that allows us to serve clients in their native languages so that they feel at home.

I feel lucky because I have an excellent team, both people and professionals. We all have a common goal: make customers happy and enjoy a unique experience at the hotel.

**How is your relationship?**

Very good. As a team leader I feel a person very close to them. We spend a lot of time together. This is our home and we are almost a family. We accept ourselves, we help each other and we form an excellent human group. We all do our bit to work so that everything is as close to perfection as possible.

**What is your perfect corner in de hotel?**

All my outlets. Greatroom, Champions Bar, Executive Lounge and Atrium Bar.

**From your point of view. How is the Marriott experience?**

I've been working in the hotel for 2003. It's been always a big team with an important name. After joining Marriott, we're on the top of hotels being in a continuous learning increasing new aspects. Now we're playing with best ones and this generate really high demand.

**What are the main differences before and after?**

Now we've a kind of clients with high expectative. For them, Marriott is a guarantee. When a common client of Marriott chain come to the hotel know exactly what he wants. In order for us to achieve that level of demand, we should always be preparing to give the 100%.

**Three words which define the hotel.**

Dedication. Anticipation. Empathy.

