How did you live your experience at the hotel?

It’s great to be at the hotel, at the Madrid Marriott Auditorium; because every single day you’re learning something new about the hotel’s operation or MICE industry. Besides, the team is awesome, because they’re always willing to teach trainees (in this case to me), about all the doubts we have or what is their daily routine. So, it’s been really good decision to come here.

What do you like the most about working at events, in this particular hotel?

Basically, what I like the most has been to observe the planning and communication between the different departments during the events and how they plan day by day the services or the different requirements that the client requests in order to the whole event goes fantastic. And also, being working on events, allows you to have 360 degrees view of the departments of the hotel.
A hotel of this size... Is it a problem or the opposite?

From my point of view, it’s not a problem at all. It’s much better because it allows you to obtain much more experience and also to develop a correct and assertive communication with national and international clients. Thanks to having more rooms, allows to cover more people and, for example: if the guest wants a cocktail, one room or another can be offered, always trying to achieve what the client wants in order to satisfy him.

“There’re two things that I like very much: the size of the hotel and the quality of people I work with.”

Difficulties and virtues of working in a hotel with these characteristics. For you, what are they?

I believe that I had no difficulties so far... But personally, the main one, is not being able to meet all the associates who are working in the hotel due to its size.

As positive points, I could emphasize observing a hotel of these dimensions and that you can take care of all people at their maximum capacity (it is something that you don’t see every day). And being able to be in touch to many cultures both with colleagues and clients. There’re events which meet people from Europe, America, Africa or Middle East. This is something unique and there are few hotels in which you can enjoy of it, so this is a really positive point.

What do you want to learn during your Madrid Marriott Auditorium stage?

I’ve been here for two months and from day one, I’ve been taught a lot. I’ve been lucky enough to be with clients, which helps me to acquire skills when communicating with them. I’m also learning to use the internal communication operating systems which Marriott works internationally (such as “Opera”). It was one of my expectations to learn how they work.

I’d like to acquire different skills which a person must have in order to work in a hotel of these dimensions and especially in this corporate events world.

And what do you like the most about Madrid Marriott Auditorium?

I’d say that there’re two things that I like very much: the size of the hotel (which surprise me every day), the different events that can be hold here and finally, the quality of people I work with. It’s gratifying to see how they always help you to learn.
At this time here, do you have any proposal that further improves the service of the events?

I think there’s always space to improve daily (the hotel always takes cares about that). With this open-door policy, they make that all people have the confidence to try to propose an improvement. Besides, the searching of an excellence allows to exist an atmosphere where the new ideas are always welcomed.

Define Madrid Marriott Auditorium in three words.

I would define it as efficiency, planning and excellence.

“The open-door policy, they make that all people have the confidence to try to propose an improvement.”

Would you like to work here in the future?

Yes, of course. The hotel is a world reference for me in MICE and hostess field. So, for me it’s a dream and I’m pretty sure what any person related to business would like to be connected to Madrid Marriott Auditorium. Besides, the work atmosphere with colleagues and the searching of excellence are two aspects which I identified myself.