How is your daily routine?

Being such a large hotel, our pace of work is dizzying. We have to service all departments of the hotel and receive goods from external orders, checking the gender conditions such as temperature, weight, etc. At the same time, we deliver internal orders to different departments, mostly Food & Beverage team. We organize these deliveries by controlling the minimum stocks in our warehouses so that gender is never lacking.

Of course, there is a great administrative task of managing delivery notes and invoices.

Most of our suppliers know us for years and know that immediacy in deliveries is essential; between 24 and 48 hours. Each department knows what products consumes and in advance it is necessary to ask us so that the client doesn’t have a lack of products.

Of course, there are always circumstances to solve every day, such as supply, transportation and communication with suppliers. The good relationship with all of them and with the different departments of the hotel is essential.
The communication among departments is a key factor?

Essential, I would say. We should improve it every day. We have been with Marriott Hotels for a few years and now the business is higher than previous years. More groups are coming demanding new things... Therefore, we must leave behind certain badly learned process in favour of new work concepts that prevail today. Our client is much more international than before and therefore, more than ever, communication is essential in all departments. We are many people working in this hotel and the flow of information is very important.

How do you deal with a crisis situation?

Fortunately, there are less and less, but there are always some. Having a minimum of two suppliers per product in those that are decisive is essential. Negotiations with clients in exceptional cases help a lot to present alternatives that meet their needs. We try that these situations do not occur preventing alternatives that we already have at home. We come back to communication and making decisions.

Technologically, has progress been made in this department too?

Certainly, there are many technological advances in the improvement of the management of the stores and in the purchasing departments that we will gradually incorporate. Barcode readings, QR codes, etc. Without any doubt, the better and greater the control, the less errors and more efficient will be our work.
On sustainability and efficiency, how are you working in the department?

We are working together with Direction on several alternatives that include biodegradable and recyclable products that require a large investment. These changes must be made gradually and be implemented step by step within this infrastructure that we have already had for many years. Awareness is the key during this process.

Our garbage bags are already 100% recyclable, printing paper is being changed to recycled and more than half of the plastic materials we used have been replaces for others such as bamboo, corn-starch or potato. We have alternatives for plastic water bottles, either in glass or canned or brick. We are joining the actions that our suppliers already develop.

Regarding your experience at the hotel, how would you define it?

I have been working at the hotel since 2003. I joined the administration department dealing with warehouse management, billing, credits and now again in the warehouse with purchasing management. I am very satisfied with my varied work within this company and the internal promotions that I have had. Therefore, I have lived that intense change to Marriott Hotels where the important thing has been to have a good attitude facing the challenges with enthusiasm.

This incorporation into Marriott Hotels means achieving new standards with which I have learned a lot. Thanks to this good
team, the work is satisfactory discovering new things and learning to know this great brand.

Marriott is always "more" and "change".

**How would you like to see the hotel in a few years?**

With another change. Although it has been refurbished, innovation is essential to surprise the client and it is in that sense that I see the change more possible in a few years. I hope to be an active part to develop it.

**How would you define the hotel in three words?**

Attitude: The attitude multiplies.

Team: A solid team.

Commitment: The commitment not to conform and keep improving.