

MARRIOTT

30 MINUTES WITH...

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FRONT DESK MANAGER



How is your daily routine at Madrid Marriott Auditorium Hotel?

I'm the Front Desk Manager so, the first thing in the morning is taking a look what happened the last night and checking if there were some kind of issue or something that could be changed. After that, I check together to our team all the tasks that we have prepared for the day. We check the arrivals, see who clients are coming and we supervise that everything is ready.

We work with crew airlines so it's very important to have their rooms, keys and expenses ready at the check in. They come from long flights so we must attend them agility to they can go rest as far as possible.

As a hotel with a high presence of events, it's time to update the data base about all attendees who have to arrive as well as their schedule.

In general, my job is about to **supervise all those who form the team** (receptionists, bellboys, doormen and At Your Service), check that everything is correct, without any unexpected and when there are, helping to solve them.

Coordination is essential between us and the other departments.



We're about 30 in the reception team: all very dedicated to their work and with a special vocation very focused on customer service. The desire that every day they put in making the client feel special and everything goes phenomenal are worth highlighting. That makes my job easier, knowing that I have a great team behind me.

I have been at this hotel since it opened in 2012, almost 16 years.

How did you live the change?

It was quite hard, but at the same time **very exciting and a challenge**. The whole team turned to it, especially the previous months. The preparation for many months, with a lot of work and training. We had to change the way we work, the mentality, the attitude. There was a lot of learning behind it and at the same time, the hotel was still working. In addition, the change took place in autumn, in full season.

It was a challenge, a common goal for all. Everyone faced the project with enthusiasm.

What did you highlight of this change?

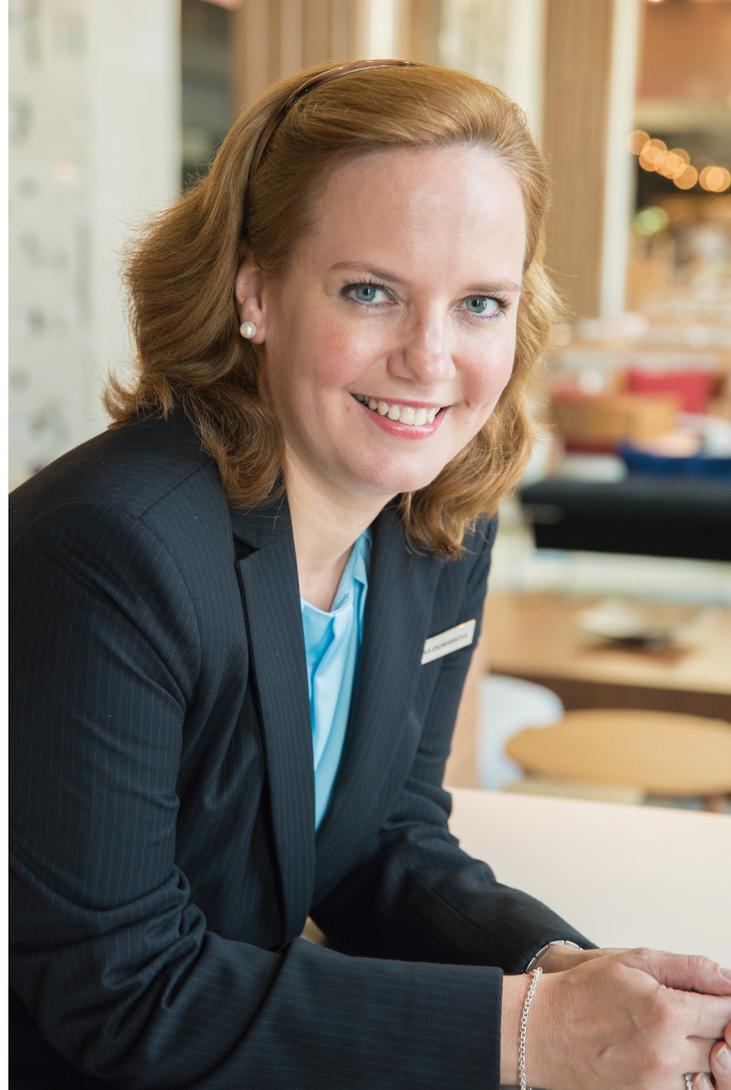
The most important thing is, perhaps, the support from the chain. They motivate us directly and indirectly. There're several rankings and we all like to be in the Top. These assessments are very important because they push us to strive more and more.

Before, the hotel worked well. Now that effort to improve each day is more noticeable.

Take care of the clients that stay at the hotel and that everyone leaves it satisfied. How is this achieved?

We try to make everyone go happy. We're human and there're always failures because **we're people who work for people** and mistakes can arise; but we try to minimize them, and if they arise they're corrected as soon as possible. The key is a lot of coordination and that the client leaves the hotel with the feeling that we've done the most to make their stay perfect and unique.

You have to dedicate time and desire. **The basis is in training and information**, both the individual client and the event client. In the latter case, it's something at a larger volume, the agencies and the coordinators of our commercial team help us a lot. We must know, for example, the arrival times of a flight. Any information about them is well received.



"It is important that the client feels listened to, cared for and understood."



“We’re people who work for people.”

Facing to so much work, there’ll be crisis. How are these moments managed?

We must keep calm and have a lot of empathy (if it would have happened to me on the other side, how would I like to be solved?). **It is important that the client feels listened to, cared for and understood.** We move large numbers of people, both those who stay and those who attend events and almost all of them go through the hotel reception. It is logical that unforeseen appears, more or less significant, but we always try to give a solution to the client and help him. That closeness makes customers feel “important and welcome.”

One of the usual ones would be, for example, that the room is not ready yet because the previous client has not left the room and the new one arrives from a flight soon. Solution: having something in the bar or in the Executive room while he was waiting, for example. You always have to look for an exit.

Training

In our department is a more complex issue, being the few departments that work 24/7. The training is more complicated by the schedules, but it doesn’t stop being essential. You have to be very well informed and up to date with all the news. We’ve facilities such as online training. There’re compulsory and voluntary courses. **Marriott** is continually updating the information and launching news. Likewise, it shares what they do in the other hotels of the brand to compare, inspire and communicate results. There’s a platform where we’re all registered and each person points to what interests them the most in the workplace.

How would you define your experience at Marriott?

The **Marriott** experience is a lot of knowledge, information, improvement, motivation and dedication to service. Marriott is always looking for excellence and that is transmitted in all courses and training we do.

On the other hand, Marriott is also strongly committed to new technologies, something that makes our work much easier. It has applications to check in and check out online through its app, communication with customers easily through a chat... It facilitates communication and we obtain information. (For example, time of arrival, preference of room...) And the information is the key to give personalized attention and surprise the client when he arrives at the hotel. It's a very large hotel and due to the volume, there could be long queues and waiting. All those details help to avoid them or at least to minimize them.

We also have a common program for all hotels, where we record any preference or incidence of the client... it's a very valuable information base that helps to improve and personalize the future stays of the client in any Marriott hotel.

3 words that define the hotel

Support, motivation and service excellence.

How do you imagine the hotel in five years?

We all have a common goal: **we want to be number 1 in Europe in terms of Congresses and Conventions**. I think we're on the right way and the important thing is to stay on the top of events in Europe.

