

## **1. INTRODUCTION**

Emerald is a unique training program for exceptional talents in hospitality, who have graduated from leading Hotel Schools of the world. The program is owned by Swiss International, and has been designed based on years of professional experience in the field of hospitality and Swiss values.

The Emerald Training Program develops young promising and international mobile graduates with excellent potential skills for higher management positions, and fast tracks their management career within Swiss International.

After having successfully completed their training, Emeralds join the Swiss Talent Pool and are available to ensure the succession of management positions within the entire group.

## **2. PROGRAM OUTLINE**

The Emerald Training Program for exceptional talents in hospitality covers 18 months of training within Swiss International.

The content of the program is adapted to the actual needs of today's graduate and finds its success in the unique 3 x 3 training concept:

- 3 different departments / positions or
- within 3 different Swiss International Hotels or area offices or
- within 3 different countries/areas

The following departments / positions are at choice:

1. Food and Beverage
2. Rooms Division
3. Pre-opening
4. E-commerce & SEO
5. Sales & Marketing
6. Finance
7. Distribution & Revenue Management
8. Business Development
9. SWISS-HOST

Each training session of 6 months has clearly defined goals in order to optimise the learning process and to ensure the contribution of the Emeralds to the business.

## **3. INTAKE DATES**

The bi-annual starting dates of the program are the 1<sup>st</sup> of June and 1<sup>st</sup> of December. Other intake dates can be considered however.

#### **4. EMERALD PROFILE**

The Emerald is an early graduate of a recognized Hotel School/University and has successfully achieved his/hers Bachelor level.

He/she must be:

- Proactive and able to “think outside the box”
- Detail oriented
- Able to adapt to a frequent changing market environment
- Able to train and convey complex systems & functionalities to team members
- Able to analyze data, make meaningful conclusions and base sound decisions on these
- Able to think and act on Hotel Chain level
- Knowledgeable of industry specific terminologies such as ADR, RevPar, on the books etc.

In addition, the following skills are required:

- Excellent written and oral communication skills in English, any other language is an advantage
- Demonstrated leadership ability, team management, and interpersonal skills
- Proven working knowledge of Microsoft Office (Word, Excel, PowerPoint)
- Knowledge of PMS, CRS and CMS is a plus
- Fluent with Social Media Platforms

#### **5. RECRUITMENT**

Swiss International promotes the Emerald program through presentations during recruitment fares at leading international Hotel Schools and conducts the first interviews. The pre-selection is based on the needs and demands of the hotels / area offices, and on the required standards of Swiss International.

#### **6. FEES AND REMUNERATION**

- The monthly remuneration of the Emerald trainee is based on Best Practices in the Area.
- After completion of the entire Management Training Program, very successful Emeralds are compensated with a financial bonus , in congruence with the sequential performance evaluations.

#### **7. EMERALD TRAINING**

The Emerald Program is a hands-on training during which the participants are facing challenging work situations which allow them to develop their technical and practical skills within a specific department.

They progressively build up their supervisory and management skills by actively linking management theories to practice, and are encouraged to reflect on their improvement on a regular base.

## A. INDUCTION TRAINING

The Emerald will undergo an Induction Training which needs to be completed within 14 days of hire

Course	Duration	Sequence	Facilitator	Technique
Welcome to Swiss International	½ day	1x	Area	Class Room
Swiss International Values & Standards	½ day	2x	Area	Class Room

## B. PROJECTS

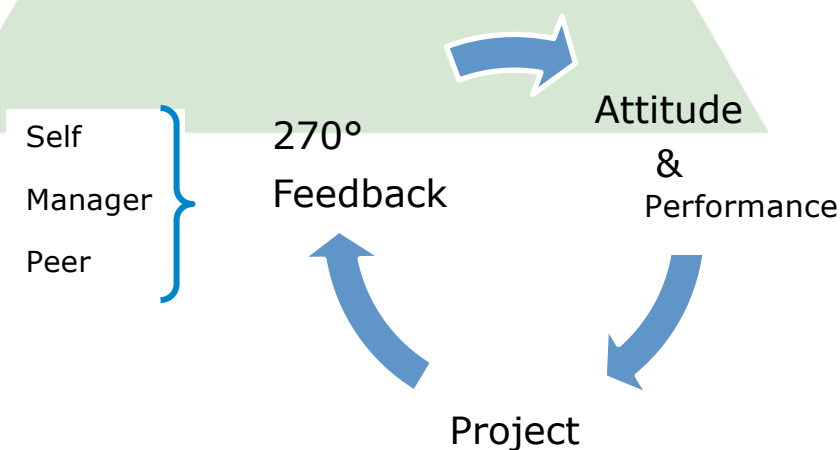
During each semester, the participants take ownership of a structured project that allows them to develop skills such as critical thinking, creative problem solving, time management, research methods etc.

The project is assigned by the manager and must have potential to improve the operation or to increase the revenue of the company.

The projects are assessed by the managers and are part of the performance evaluation

## 7.PERFORMANCE EVALUATION

The Attitude & Performance of the Emerald are periodically assessed by the manager and the mentor. The final evaluation of each semester includes a 270° feedback and the assessment of the project.



After the successful completion of the 18 months of training, the Emeralds will join the Swiss International talent pool with the possibility to obtain junior or middle management positions within the chain.