

MELIÃ HOTELS
INTERNATIONAL

“First Professional Experience”

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VP Regional Spain

GRAN MELIÃ
HOTELS & RESORTS

Paradisus
RESORTS

ME
BY MELIÃ

MELIÃ
HOTELS & RESORTS

INNSIDE
BY MELIÃ

TRYP
BY MELIÃ

Sol Hotels

CLUB MELIÃ

Meliá's commitment to employability in tourism industry

- Aiming to create **shared value** for its stakeholders
- Paying a special attention to **young people** at risk of social exclusion
- Promoting employability of youngster by enhancing their **skills and capabilities**



The origins, working in & with the Company through *“Eleven more for lunch...”* initiative



- 11 youngsters trained as kitchen assistants at the Tryp Madrid Alcalá 611
- By working within Meliá, the youngsters received a **learning experience** in a real-life context and developed specific skills for some of the positions in greatest demand in the tourism industry today

Mission & Vision

- **Employability** as a **key pillar** of the Meliá's CSR strategy
- The **foundations** were to improve the conditions of young people at risk of exclusion by
 1. Increasing the quality and stability of employment
 2. Promoting equal opportunities and enhancing self-awareness and self-improvement in a real-life environment
 3. Listening to the new generations that require a more responsible attitude from leading companies.



Main goals of “*First professional experience*”



Sharing knowledge and strengthening links with social entities through innovative and high-impact projects



Helping young people to access the labor market and encouraging learning through high-quality training programs and internships



Increasing employability through the skill development and personal talent

Strategic partners with focused roles on experience

MANAGEMENT, SELECTION &
MONITORING



TRAINING & MANAGEMENT THE
GROUP IN A REAL CONTEXT



TECHNICAL FACILITATOR

J.P.Morgan

SPONSORING

Areas & People involved



Innovative features



The figure of the Professional Mentor from the Meliá HR team that allowing the development of a personalized mentoring process throughout the training



“On-the-job” training with practical sessions taking place in a hotel kitchen and not in a classic school, enhancing interaction between youngsters and industry professionals from the very first moment



Ensuring feedback, collaboration and the constant involvement of all participants. At the end of each cycle, improvement areas are identified and evaluated to ensure constant reinforcement and improvement

Social & Business Impacts

- Transversal and coordinated **management** of all partners involved
- Significant **improvement** in candidates **selection process**, **position suitability** and **job adaptation in terms of time**
- **Talent** identification according to Meliá's quality and service standards
- Increased **Job Environment Satisfaction** rates in all the hotels involved
- Impact on Meliá's **reputation**



Main figures

13 HOTELS IN 3 DIFFERENT
CITIES IN SPAIN

4 GREAT PARTNERS
WORKING TOGETHER

A CORPORATE TEAM OF 10
PEOPLE INVOLVED

MORE THAN 10.000
PRACTICAL HOURS IN
HOTELS



35 PARTICIPANTS

40% CURRENTLY WORKING
IN MELIÁ

48% IN OPEN SELECTION
PROCESSES IN MELIÁ AND
OTHER COMPANIES

NOW... REDEFINING NEXT
EDITION!

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Thank you

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