

## PROPOSED ORIENTATION PROGRAMME FOR Marc BONNIEU

Name Surname Marc Bonnieu  
 Position Duty Manager  
 Review date 31<sup>st</sup> of May 2006

DATE /TIME	ORIENTATION	CONTACT/LOCA TION	TRAINER SIGN
3 May 11.00 a.m.	<b>HUMAN RESOURCES</b> <ul style="list-style-type: none"> <li>• Employee handbook</li> <li>• Departmental Organisational Chart</li> <li>• Employee contract</li> <li>• Terms &amp; conditions of employment</li> <li>• Recruitment / Discipline</li> <li>• Turnover/sickness absence reports</li> <li>• Appraisal system</li> <li>• ESPS / GSTS</li> <li>• Employee of the Month</li> <li>• Scheduled social events</li> </ul>	<b>Human Resources Mgr.</b> Nicole Pourgouridou	
3 May 14:00  15:00	<b>ACCOUNTS</b> <ul style="list-style-type: none"> <li>• Financial Statements</li> <li>• Budget</li> <li>• Departmental Organisational Chart</li> <li>• Rolling Forecast</li> <li>• Bad debts</li> <li>• Reverses, accruals</li> <li>• Month-end report</li> <li>• Inventories</li> </ul>	<b>Financial Controller</b> John Peach  <b>IT Supervisor</b> Eleni Avgousti	
4 May 11:00	<b>FOOD &amp; BEVERAGE</b> <ul style="list-style-type: none"> <li>• Brief overview of each department</li> <li>• Departmental organisation chart</li> <li>• Copies of all menus &amp; upcoming promotional activities</li> <li>• Financial performance of each department</li> <li>• Forecast of banqueting events</li> <li>• Structure of banqueting department, marketing plan</li> <li>• Operating equipment</li> <li>• Coverage of all departments inc. weekend</li> <li>• Casual &amp; Contracted labour</li> <li>• Measure of quality</li> <li>• Personnel</li> <li>• Computerisation</li> <li>• Strategic plan</li> <li>• Kitchen</li> </ul>	<b>Food &amp; Beverage Mgr.</b>  Helen Douglas	
5 May 11:00	<b>FOOD &amp; BEVERAGE</b> <ul style="list-style-type: none"> <li>• Room Service</li> <li>• Mini Bar</li> </ul>	<b>TBA</b>	1 June 16:00
6 May 11:00	<b>FOOD &amp; BEVERAGE</b> <ul style="list-style-type: none"> <li>• Leander</li> <li>• Mesogios</li> </ul>	<b>TBA</b>	2 June 11:00

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<b>7 May 11:00</b>	<b>FOOD &amp; BEVERAGE</b> <ul style="list-style-type: none"> <li>• Eleonas</li> <li>• Ifestos</li> </ul>	<b>TBA</b>	
<b>8 May 11.00</b>	<b>Front Office</b> <ul style="list-style-type: none"> <li>• Room Types</li> <li>• Departmental Organisational Chart</li> <li>• Emergency Procedures</li> <li>• Operation issues with Vicky, Constantinos, Odille</li> </ul>	<b>Front Office Manager Vicky Haslam</b>	
<b>9 May 11:00  12:00</b>	<b>Front Office</b> <ul style="list-style-type: none"> <li>• Concierge</li> <li>• Guest Relations</li> <li>• Club IC</li> <li>• Reservations</li> </ul>	<b>Front Office Manager Vicky Haslam  Reservations Mgr. Skevi Nicolaou</b>	
<b>10 May 11.00 a.m.</b>	<b>Front Office</b> <ul style="list-style-type: none"> <li>• Revenue Plan</li> <li>• Occupancy forecasts &amp; Yield meetings</li> <li>• Rooms configuration linked to rates</li> <li>• Market segment, Group policy</li> <li>• Coverage of department (DM, Night shift, Weekend)</li> <li>• VIP policy, details on top guests</li> <li>• Comp procedure</li> </ul>	<b>Front Office Manager Vicky Haslam</b>	
<b>11 May 16:00</b>	<b>Front Office</b> <ul style="list-style-type: none"> <li>• Health Club</li> <li>• Kids Club</li> <li>• Reception</li> <li>• Night Manager</li> </ul>	<b>Front Office Manager Vicky Haslam</b>	
<b>12 May 11:00a.m.</b>	<b>SECURITY</b> <ul style="list-style-type: none"> <li>• Camera &amp; security systems in hotel</li> <li>• Departmental Organisational Chart</li> <li>• Key control</li> <li>• Security coverage</li> <li>• Emergency procedure, fire, bomb, etc.</li> <li>• Fire training &amp; evacuation drills</li> <li>• Daily log book procedure</li> <li>• Security procedures</li> <li>• Security coverage for celebrities staying in hotel/attending functions</li> </ul>	<b>Security Supervisor  Costas Christodoulou</b>	
<b>15 May 11.00 a.m.</b>	<b>HSKP</b> <ul style="list-style-type: none"> <li>• Areas of responsibility</li> <li>• Details of outside contractors/suppliers</li> <li>• Staffing &amp; Productivity</li> <li>• Cleaning schedules</li> <li>• Linen &amp; Uniform policy</li> <li>• Lost &amp; Found</li> <li>• Departmental Organisational Chart</li> <li>• Goals</li> </ul>	<b>Executive Housekeeper Katie English</b>	
<b>16 May 11.00</b>	<b>HSKP</b> <ul style="list-style-type: none"> <li>• Floors</li> </ul>	<b>Ass. Ex. Housekeeper</b>	

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<b>a.m.</b>	<ul style="list-style-type: none"> <li>• I Clean</li> <li>• Operation</li> </ul>	Niki Christodoulidou	
<b>17 May 11.00 a.m.</b>	<b>HSKP</b> <ul style="list-style-type: none"> <li>• Office</li> <li>• Laundry</li> </ul>	<b>Exec. Housekeeper</b>	
<b>18 May 11.00 a.m.</b>	<b>SALES</b> <ul style="list-style-type: none"> <li>• Revenue Plan</li> <li>• Goals for Sales department/managers</li> <li>• Coverage of different markets/sales trips</li> <li>• Key markets &amp; strategy</li> <li>• Group forecast</li> <li>• Yield management in Sales for Rooms &amp; Banqueting</li> <li>• Top producing accounts</li> <li>• Entertainment activities for top clients</li> <li>• Relationship with Kew &amp; Amsterdam reservation/sales offices</li> <li>• Monthly sales reports</li> <li>• Sales audit</li> <li>• Sales &amp; Marketing meetings</li> </ul>	<b>Director Of Sales and Marketing</b> Panayiotis Michailides.	
<b>19 May 11.00 a.m.</b>	<b>SALES</b> <ul style="list-style-type: none"> <li>• Tour Operators</li> <li>• Leisure Market</li> </ul>	<b>Sales Exec.</b> Olga Christodoulides	
<b>22 May 11:00</b>	<b>SALES</b> <ul style="list-style-type: none"> <li>• Local Corporate</li> <li>• Conference</li> <li>• Incentives</li> <li>• competitors</li> </ul>	<b>Sales Exec.</b> Chris Laghoutis	
<b>23 May 11:00</b>	<b>KITCHEN</b> <ul style="list-style-type: none"> <li>• Administration</li> <li>• Departmental Organisational Chart</li> <li>• Functions</li> <li>• Orderings</li> <li>• Menu Planning</li> </ul>	<b>Executive Chef</b> Stephanos Chrysanthou	
<b>24 May 11:00</b>	<b>KITCHEN</b> <ul style="list-style-type: none"> <li>• All departments/Show around</li> <li>• Receiving Area</li> <li>• Organise operation</li> </ul>	<b>Executive Chef</b> Stephanos Chrysanthou	
<b>25 May 11:00</b>	<b>KITCHEN</b> <ul style="list-style-type: none"> <li>• Operation</li> <li>• Outlets</li> </ul>	<b>Executive Chef</b> Stephanos Chrysanthou	
<b>26 May 11:00</b>	<b>MAINTENANCE</b> <ul style="list-style-type: none"> <li>• Back of House areas/plant rooms</li> <li>• Departmental Organisational Chart</li> <li>• Maintenance programme for Back &amp; Front of House</li> <li>• Emergency procedures</li> <li>• Environmental initiatives</li> <li>• Garage</li> <li>• Energy Savings</li> </ul>	<b>Chef Engineer</b> George Hadjisavvas	

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	<ul style="list-style-type: none"> <li>• Energy conservation initiatives</li> </ul>		
<b>26 May</b> <b>14:00</b>	<b>Purchasing</b> <ul style="list-style-type: none"> <li>• Stock set-up</li> <li>• Minimum/maximum stock levels</li> <li>• Slow-moving items</li> <li>• General store - direct purchasing</li> <li>• Printed forms, stationery, etc.</li> <li>• Wine inventory, reserves for Banqueting</li> <li>• Environmental considerations</li> <li>• Food purchase, market list</li> <li>• Operating equipment</li> </ul>	<b>Materials Manager</b> Antonis Antoniou	
<b>29 May</b> <b>11:00</b>	<b>ENTERTAINMENT</b> <ul style="list-style-type: none"> <li>• Areas of responsibility</li> <li>• Brief overview</li> </ul>	<b>Entertainment Mgr.</b> Kiran Haslam	
<b>30 May</b> <b>11.00</b>	<b>ENTERTAINMENT</b> <ul style="list-style-type: none"> <li>• Upcoming activities</li> <li>• Operational Issues</li> <li>• Shadowing</li> </ul>	<b>Entertainment Mgr.</b> Kiran Haslam	
<b>31 May</b> <b>16:00</b>	<b>TRAINING</b> Review of Orientation Plan	<b>Training Manager</b> Kostantinos Sillignakis	