



NEWS

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Marriott Moscow Royal Aurora hotel launches a management training program

Moscow, August 08, 2010 -- The hospitality industry as many others needs highly skilled managerial staff capable of delivering the best service possible. A hotel's success depends largely on the knowledge, skills and judgment of its managers and these qualities are most effectively developed on the job.

To prepare individuals for management responsibilities, the Marriott Moscow Royal Aurora hotel launched a management training program. The goal is to have a continuous succession of highly trained managers. Ultimately the three Moscow Marriotts – Marriott Royal Aurora, Marriott Grand and Marriott Tverskaya plan to have six trainees at any one time between them.

Says General Manager Bert Fol: "Our primary consideration in introducing this program in the Marriott Moscow Royal Aurora hotel was the need to continue to develop high quality management for the hotel. On the other hand we have some very enthusiastic highly motivated individuals working here and it is the right thing to give them the opportunity to develop in the hotel business".

There is already one participant in the program, Denis Solovyev, a front desk supervisor, whose background is journalism, but hospitality is his vocation. For the three previous years he worked at the hotel's forefront - the front desk, which gives a good idea of the hotel operation in general. When he was offered to join the program, Denis gladly accepted.

The position of management trainee unlocks doors to every department and during the 2 years of his training program Denis will spend time working in every department between the Marriott Royal Aurora and the Marriott Grand, - from kitchen to housekeeping and then moving to other assignments, including human resources and security.

"When I started working at the front desk I thought that it was the quintessence of the hotel – here the guests are greeted and bid good-bye. Now I think I was wrong – every department is vital and only their correlation and interaction ensure seamless operation", says Denis. He admits he got a unique chance to learn and to have hands on in-depth expertise in the industry where service is a key.

“Now I feel more confident servicing our guests. When I had my training in the bar, I could give the bar guests advice about the menu as now I know how to cook many dishes, or about Moscow sightseeing, the result of my front desk tenure”, says Denis.

Every day brings something new and new experiences are building up.

“Who knows what is in store for me and that’s the exciting part of it all,” says 27-year old Denis whose goal is to become a general manager of a five star hotel.

Bert Fol encourages such ambitions: “We intend to ensure that the development of an individual is not ceased at the end of the program. They will continue to develop on their journey towards senior management positions”.

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