



# Talent Development @ Hospitality Industry



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**Rixos**

## **At a Glance**

- **Rixos Hotels, established in 2000, is one of the world's fastest growing, luxury hotel brand.**
- **The World's largest Turkish hotel brand.**
- **Market Leader at All Inclusive concept in Turkey.**
- **One of the most well known hotel brand in Turkey & CIS Countries**
- **Member of a Global Hotel Alliance, a collection of 22 upscale and luxury regional hotel brands from across the world**



## Rixos: A Global Company



- We are giving luxury services with more than 8000 employees from 50 different nationalities
- 700.000 guests from 200 different nationalities, stayed Rixos Hotels at 2013.
- Annually Guest satisfaction score of Rixos is 85%.
- 8 out of 10 of satisfied guests were recommending Rixos to others
- **More than 80 international awards during 14 years.**
- Winner of the award of Europe's Leading Hotel Brand, known as Oscar of Hospitality Industry, at 2010



# ▼ Rixos Worlwide

2000– Rixos Tekirova  
2003 – Rixos Premium Bodrum  
2005 – Rixos Premium Belek  
2005 – Rixos President Astana  
2005 – Rixos Konya  
2007 – Rixos Libertas Dubrovnik  
2009 – Rixos Grand Ankara  
2009 – Rixos Sungate  
2009 – Rixos Almaty

2009 – Rixos Lares  
2010 – Rixos Al Nasr Tripoli  
2011 – Rixos Downtown Antalya  
2012 – Rixos The Palm Dubai  
2013 – Rixos Pera İstanbul  
2013 – Rixos Sharm El Sheikh  
2014 – Rixos Premium Göcek Suites&Villas  
2014 – Rixos Beldibi  
2014 – Rixos Eskişehir  
2014 – Rixos Khadisha Shymkent  
2014 – Rixos Borovoe

2014 – Naftalan Hotel By Rixos  
2014 – Samaxi Palace Platinum By Rixos  
2014 – Rixos Krasnaya Polyana Sochi  
2014 – Rixos Quba Azerbaijan  
2014 – Rixos Flüela Davos  
2014 – Rixos Alamein  
2014 – Rixos Bab Al Bahr  
2014 – Rixos Mriya, Yalta  
2014 – Rixos Duhok



## Rixos at Member Countries of COMCEC



- We have 29 hotels in 10 countries at Worldwide. 13 of the hotels are in the member countries of COMCEC.
- We've achieved a rapid growth in member countries of COMCEC in recent years
- In 2009, We have only two hotels in Kazakhstan. Now, We are operating 13 Hotels in member countries.
  - 1 in Libya
  - 1 in Iraq
  - 2 in Egypt
  - 2 in United Arab Emirates
  - 3 in Azerbaijan
  - 4 in Kazakhstan
- We continue to grow well in member countries, with new 15 projects in the pipeline. This will make us one of the most important international hotel chain in the member countries by number of rooms.



## Talent

# Development at Rixos Hotels





# Talent Development at Rixos Hotels

**Training and Development** : Training & Development isn't a one-time event at Rixos. It's an ongoing part of our employee's life . Training and Development at Rixos is designed to maximize the talent of our employees and ensure career success. Our training and development plans ensure every employee is fully certified, prepared and energized to provide luxury service to our guests.

Within the Rixos Academy, we have designed Training & Development process under three headings;

- The Legal Trainings
- Department Trainings
- Personal Development & Leadership Trainings
  - Management Trainee
  - Rotation Management
  - USTA System
  - MENTOR System



## Talent Development at Rixos Hotels

**Management Trainee:** This program has been designed to select the future leaders of Rixos.

**New graduates are selected in accordance with our recruitment processes including pre-screening, interviews, personality inventory and language tests.**

**Talented employees are selected in accordance with performance appraisals’.**

Employees selected to the program based on certain criteria are given the opportunity of experiencing different departments in the hotel for a period of time and attending a set of training programs. Management Trainees that successfully complete the program are employed in the most suitable management position in accordance with their interest and competencies.







# Talent Development at Rixos Hotels

**MENTOR System:** MENTOR is a system that is used to transfer Corporate culture, leadership and experiences to the candidates of management positions. It is a formal relationship between **our shining stars** who have the leadership potential and our leaders at Executive Management Level.



**Rotation Management:** With this program, we are giving opportunities to our new team members to learn Rixos Culture in a different property.

## Talent Development at Rixos Hotels



*\* Employees of Rixos Quba @ Rotation Programme in Rixos Premium Belek, Antalya*

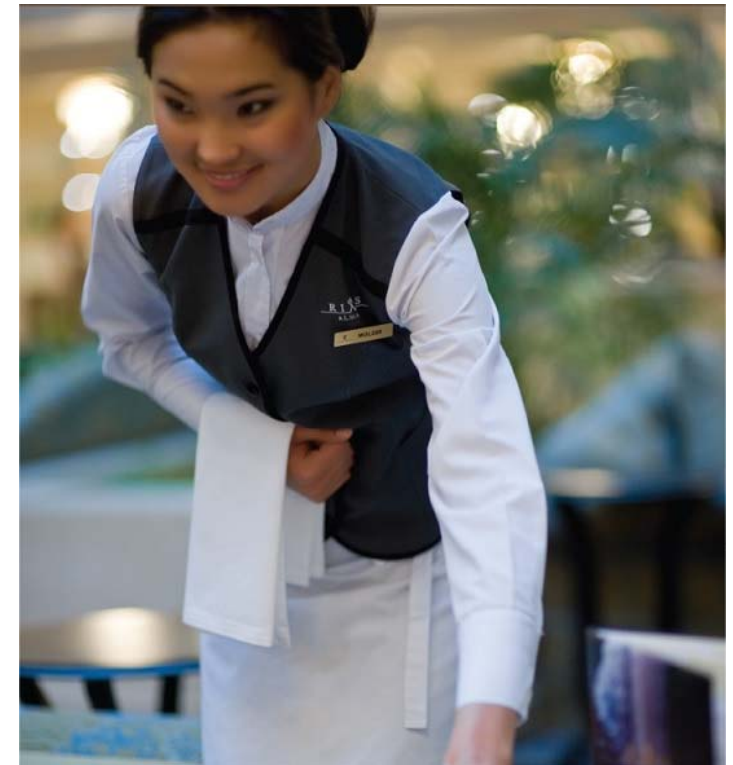


## Talent Development at Rixos Hotels

**USTA System:** This program is designed for inexperienced employees.

With this system, Experienced employees, called USTA, who work for the hotel more than one-year and are high performers, support and train the new comers in all the processes they are responsible for.

After 4 weeks, it is aimed that the new comer knows everything that is required to do his work properly.





## Talent

# Development at Rixos Hotels

**Performance Development:** The aim of the performance management system is to maximize employees' performance in the company. Competencies and targets are used in performance appraisal system.

Low performers are attended to training programs in accordance with competency results.

High performers are selected development programs like MT.

COMPETENCIES	Dept. Head	Asst. Mng.	Supervisor	Line Employee
Teamwork	*	*	*	*
Ownership	*	*	*	*
Customer Orientation	*	*	*	*
Coummunication	*	*	*	*
Result Orientation	*	*	*	
Persuasion	*	*	*	
Adaptation to Innovation and Change	*	*		
Decision Making & Initiative	*	*		
Planning & Organization	*	*		
Guidance & Development	*	*		
Strategic Thinking	*			
Commercial Awareness	*			

## **Career Planning and Succession Management:**

We are treating every employees with respect

We are giving equal opportunities to everyone

We are encouraging our employees to broaden their experiences with working in other Rixos Hotels all over the World and pre-opening projects.

So, our employees are able to get every kind of support they need to develop their international careers.



A Pre-Opening Ceremony – Rixos Quba Azerbaijan

