



## Press release

Warsaw, 8<sup>th</sup> of November 2018

### **Aleksandra Iwanowska from the Sofitel Grand Sopot Hotel has won the title “Receptionist of the Year 2018”!**

Aleksandra Iwanowska from the Sofitel Grand Sopot hotel has won the Receptionist of the Year 2018 competition organised by A.I.C.R. Poland, Amicale Internationale des Sous-Directeurs et Chefs de Reception des Grands Hotels. Aleksandra Iwanowska will represent Poland in the international finals to be held in London in January next year.

Aleksandra Iwanowska is a graduate of the Adam Mickiewicz University in Poznań. She majored in Geography, Tourism and Recreation and gained her first professional experience as a flight attendant on board Enter Air, which turned out to be a rough ride under a relentless time pressure. It was just then, 10000 meters above the ground, that Aleksandra learned the skill of cooperation and responding to highly unpredictable circumstances. However, it was not in aviation, but in the hospitality industry that she discovered her passions. She started her hospitality adventure with the hotel back in 2015 and today she is a receptionist at the Sofitel Grand Sopot hotel from Orbis Group and a holder of the grand title of the “Receptionist of the Year 2018”.

#### **From a candidate to a winner in the Polish edition of the “Receptionist of the Year 2018” competition. How did this year’s contest look like?**

The competition was divided into three parts. The first part was a written test of general hotel knowledge and the associated basic financial concepts. Parts two and three involved English-language conversation with the committee and a roleplay. Two questions were asked at this phase, namely why should the given candidate win the competition and what the candidate has to offer to the London jury and what could the candidate share with colleagues at work after coming back from London.

“When responding to the second question, I had to play the role of a hotel general manager and provide the information what I would do to boost the level of guest satisfaction, increase the hotel’s revenues and cut the costs. The role-play involved full guest check-in, including their upselling skills and individual guest preferences, all while solving a problem and calming down a second guest who was upset about his luggage that was not delivered to the room. The greatest challenge for me was playing the role of the hotel general manager and finding the most appropriate solutions” - says Aleksandra Iwanowska.

#### **What is key in a receptionist’s job?**

The work of a receptionist is not easy, particularly in a hotel where you get in touch with very demanding guests.

“It is the daily contact with Guests that gives me the motivation to continue my development. I think that empathy should be the most important feature in this kind of work. I always put myself in the place of the guests and assist them the way I myself would like to be treated” - adds Aleksandra Iwanowska.



Aleksandra's victory is the second success of the Sofitel Grand Sopot hotel in this competition. In the last year's edition, the first prize was awarded to Aleksandra Hinz, who is now the shift manager at this hotel.

"I am proud that once again a representative of the Sofitel Grand Sopot hotel has won the title. The values that Sofitel Ambassadors represent in their daily work are the foundations of the culture and identity of Orbis and AccorHotels. Their commitment, authentic openness, outstanding personalities empowered even more by the Heartist™ program, which promotes natural, authentic and personalized service toward every external & internal customer and professional approach are the attributes and values which are of essence in the hospitality industry, and that is why Aleksandra participated in this competition. I believe that she will also be successful in the London finals. We all support Ola very much" - said Gregory Millon, the General Manager of the Sofitel Grand Sopot hotel.

- **In Poland and Eastern Europe in Orbis/AccorHotels, approx. 90% of managers come from internal recruitment.**
- **2018 Aon Best Employer™** - due to outstanding engagement, leadership, performance culture and employer branding indexes, Orbis has been recognized by Aon as the one of the best employer of 2018 in Poland. *With almost 20 years of experience in best employer studies across the world, and backed by more than 40 years of experience in employee research, the Aon Best Employers program compares organizations to identify those that strive to create a competitive advantage through their people and become employers of choice*

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#### About Orbis Hotel Group:

The Orbis Hotel Group is the largest network of hotels in Poland and in Eastern Europe. Orbis comprises almost 130 hotels and is the sole licensor of all AccorHotels brands in 16 countries including Bosnia and Herzegovina, Bulgaria, Croatia, Czech Republic, Estonia, Hungary, Latvia, Lithuania, Macedonia, Moldova, Montenegro, Poland, Romania, Serbia, Slovakia and Slovenia. It offers almost 21,000 rooms. The hotels operate under the brand names Sofitel, MGallery by Sofitel, Pullman, Novotel, Mercure, adagio, ibis, ibis Styles and ibis budget. These brands, recognized throughout the world, provide a quality of service to various standards, ranging from luxury 5-star to budget 1-star hotels.

Since 1997 Orbis SA is quoted on the Warsaw Stock Exchange.

Orbis' strategic partner is



SOFITEL

PULLMAN



NOVOTEL

Mercure

adagio

ibis

ibis  
STYLES

ibis  
budget