

DAY 2 – BACK OFFICE 2

Instructions

You received this email for our manager.

You have 120 minutes.

Internet is allowed.

Complete the document online and save it on your USB key and on the computer.

Name of files : Backoffice Name of competitor

Subject : Tasks of the day

Date : Friday 15 September at 8:00

From : Hotel manager Maksym

To : Competitor

Good morning,

I hope you are in a good mood today.

I'm at the management meeting this morning.

I would like you to complete the results dashboard this morning for our weekly update this afternoon.

Martha, the team leader, is seek this morning.

I'll let you respond to two reviews received yesterday and make a report for the duty manager on the problems encountered and the actions to be taken.

One last thing, could you please prepare an Instagram post about our new spa treatment.

Don't forget at 4:30 p.m., there is the group interview for the position of team leader. I think you have all the skills for, then, go !

Thanks for your help, see you very soon.

Best regards.

Maksym

I- CALCULATION OF KEY FIGURES

Instructions

Following a problem with the PMS, the night report has not been printed. Your manager asked you to calculate a few KPI so that he can attend the morning meeting with the heads of departments.

1 – Calculate KPI for the 1st of November and October 2022

2 – Write in a few sentences your opinion on the hotel's performance

Day 14/09/2023 – Le Barthelemy		Month August – Le Barthelemy
Rooms	46	1426
Rooms OOO À DEDUIRE	2	62
Rooms sold	38	1 312
Number of guests	72	2 492
Room Revenue	47 120 €	2 204 160 €
14/09/2023 – Saint Barthelemy		Month August 2023 - Le Barthelemy
OR 5* Saint Barthelemy	88.70 %	85.45 %
OR Saint Barthelemy	82.50 %	79.56 %
ADR 5* Saint Barthelemy	1 500 €	1 638 €
ADR Saint Barthelemy	847 €	889 €

Day 14/09/23 – KPI Le Barthelemy		Month August 2023 – KPI Le Barthelemy
Hotel OR	86,36 %	96,19 %
Hotel ADR	1 240 €	1 680 €
Hotel ARG	654,44 €	884 €
Hotel APR	1,89	1,90
RevPAR Hotel	1 071 €	1 616 €
RevPAR 5* Saint Barthelemy	1 330,50 €	1 400 €
RevPAR Saint Barthelemy	698,77 €	707,29 €

RPI 5* Saint Barthelemy	80,5	115,43
RPI Saint Barthelemy	177,45	228,48
ARI 5* Saint Barthelemy	82,67	102,56
ARI Saint Barthelemy	146,40	188,98
MPI 5* Saint Barthelemy	97,36	112,57
MPI Saint Barthelemy	104,68	120,90

II- NEWS REVIEWS ONLINE

Instructions

We receive 2 news reviews online. Can you please prepare an answer for each and make a report for the duty manager on the problems encountered and the actions to be taken.

Review 1 - “St Barth's Hotel Gem”

Le Barthelemy Hotel and Spa has exceeded our expectation and then some. Upon check in we already noticed that the staff were extremely attentive and friendly. We were celebrating my wife's birthday and when we entered our room the staff had decorated it with balloons and welcome amenities. It was a beautiful start to a well needed vacation. The restaurant staff especially Camille have all been very friendly and helpful. The concierge is great at helping us secure our dinner reservations and were quick to advise us thru Whatsapp that the reservation had been secured. The beach and surrounding area is very well maintained. We have yet to find turtles but we have 2 more days to see them. We would definitely recommend this hotel for couples and families that want to be pampered and well taken care of. Thank you to the whole staff of Le Barthelemy for making our vacation that much more special. Too bad we only have two more nights on our vacation.

Review 2 - “Really? A Fine Hotel and Resort?”

Lets start with the positives; Front desk ladies are (present tense since we are still on site as I'm writing this review) all very nice. Thomas (pardon the spelling) was nice who picked us up from another resort since we wanted to try 2 new resorts on our favourite island. Nice beach front setting. Car valet staff are also nice. Alex and Rahael at the beach were also very gracious. Here's why we are giving it an average review: (1) On Sunday (September 10th) my wife took the kids to the beach. She asked for towels for the lounge chairs. No one brought anything for 20 mins. She went back to ask. Then a manager showed up and asked her "Do you belong to this hotel?". Maybe there was a better way of asking??? How did this manager (gentleman, not the beach lady manager) get trained??? (2) Had dinner at Aux Amis restaurant. This place needs more staff. We ordered mashed potatoes for the kids and kept getting fries. Ordered a bottle of wine after 2 glasses of champagne and had to go remind them after 30 mins. (3) Maybe we were unlucky but my wife and I both had tuna tatare at dinner and both of us got sick. (4) Ordered food at the beach and got the wrong checks twice before they figured out the correct one.

On Monday September 11th, my family and I returned to the room around 5:15 and found the room unkempt. No one has come to refresh the room while we were out. We mentioned all of these to the front desk. They shrugged and offered an apology. We booked this hotel through American Express Fine Hotels and Resorts program. For the price we are paying, the service needs to be more attentive and some sort of letter from General would have been a nice courtesy. I definitely wouldn't classify this place as 'Fine'. As mentioned, we are still on site. I wonder what else may go wrong tomorrow.

III- CREATE A POST IN INSTAGRAM

Instructions

We are offering customers a new range of spa treatments.

We want to make a publication on instagram to present this new offer called “La Mer Healing Experience / Complete Wellness Experience”.

You will find pictures in the usb key.