TRAINING SESSION
WELCOME !

INES SMARTRECRUITERS
FOR HOTELS

Who will be training you today?

Matthieu MORICE

SMARTRECRUITERS IMPLEMENTATION COORDINATOR

To demonstrate Smartrecruiters solution and answer questions of the use of features.

Léonie de LESTANG

TALENT ACQUISITION PRODUCT OWNER

To answer specific questions about the solution and contextualize about configuration choices.

Firath J. FRANCIS

T&C DIGITAL PROGRAM, DIRECTOR

To provide strategy & vision on Talent Acquisition digital ecosystem.

Before we get started...

- ✓ Please note that your line has been MUTED
- ✓ Please put your questions in the “QUESTIONS WINDOW”
- ✓ Put your screen in “FULL SCREEN” mode to view all content
- ✓ This call will be RECORDED and SHARED for those who are not able to attend

...Let’s Go!

TRAINING OBJECTIVES

1

DISCOVER & UNDERSTAND YOUR NEW RECRUITING SYSTEM

Discover the system step-by-step and understand feature purposes according to recruiting roles

2

APPROPRIATE & ADOPT SMARTRECRUITERS

Training is a key part of change management in order to equip end-users with the needed knowledge and skills and enable them to use in an autonomous way the new solution

3

TRAIN RELEVANT TARGETS ON THE SOLUTION

This training session consists in training 'Super Users' and sharing key messages so that they can cascade training to the local level.

AGENDA

Part 1: Recruitment Experience

1 *SmartRecruiters connection from INES*

- From “My recruitment” to “Talent Acquisition SmartRecruiters”
- Process Overview – Roles & Responsibilities

2 *Create a job*

- Create - Use a template or Copy a Job
- Applicable Rules Labour Law for Mandatory and Prohibited Postings
- Details: Organizational Structure
- Hiring Team, Headcount & Publication

3 *Publish a job*

- Publish your job with or without approval
- Advertise
- Share a job (Recommendations, social networks, etc.)

4 *Job Management*

- Job Posting Details :
  - People Tab Overview
  - Sourcing
  - Activity
  - Job Ad
  - Job details
  - Hiring process

AGENDA

Part 2: Candidate Experience

5 *Candidate Experience*

- Job Ad & Profile Creation
- Auto Reply
- Candidate Portal

6 *Candidate Management*

- Candidate Profile
- Send emails to candidates
- Consent status - GDPR
- Candidate's hiring process
- Review
- Schedule an interview
- Share a candidate
- Differ / Reject / Mark as withdrawn
- Assign candidates to another job
- Hire
- Automated Job Closing

7 *Conclusion & Next Steps*

- Questions / Answers
- Support

AGENDA

Topics not covered during the training session

8

Assessments

- Non-Executive & Non-Corporate – TalentMeter
- Executive & Corporate - SHL

Screening questions

Reporting

- Analytics for Recruiters
- Report Builder for T&C regions

Internal Mobility

- Referral

01

SMARTRECRUITERS CONNECTION FROM INES

PROCESSES & KEY NOTIONS

What is INES?

INES – INTEGRATED ENGAGEMENT SERVICES

Talent Acquisition

- Attraction
- Selection
- Hiring
- Operational efficiency

Talent Management

- Performance
- Talent Evaluation
- Succession planning

Learning & Development

- Onboarding
- Leadership Development
- Brands: service culture
- Job related skills
- Community learning

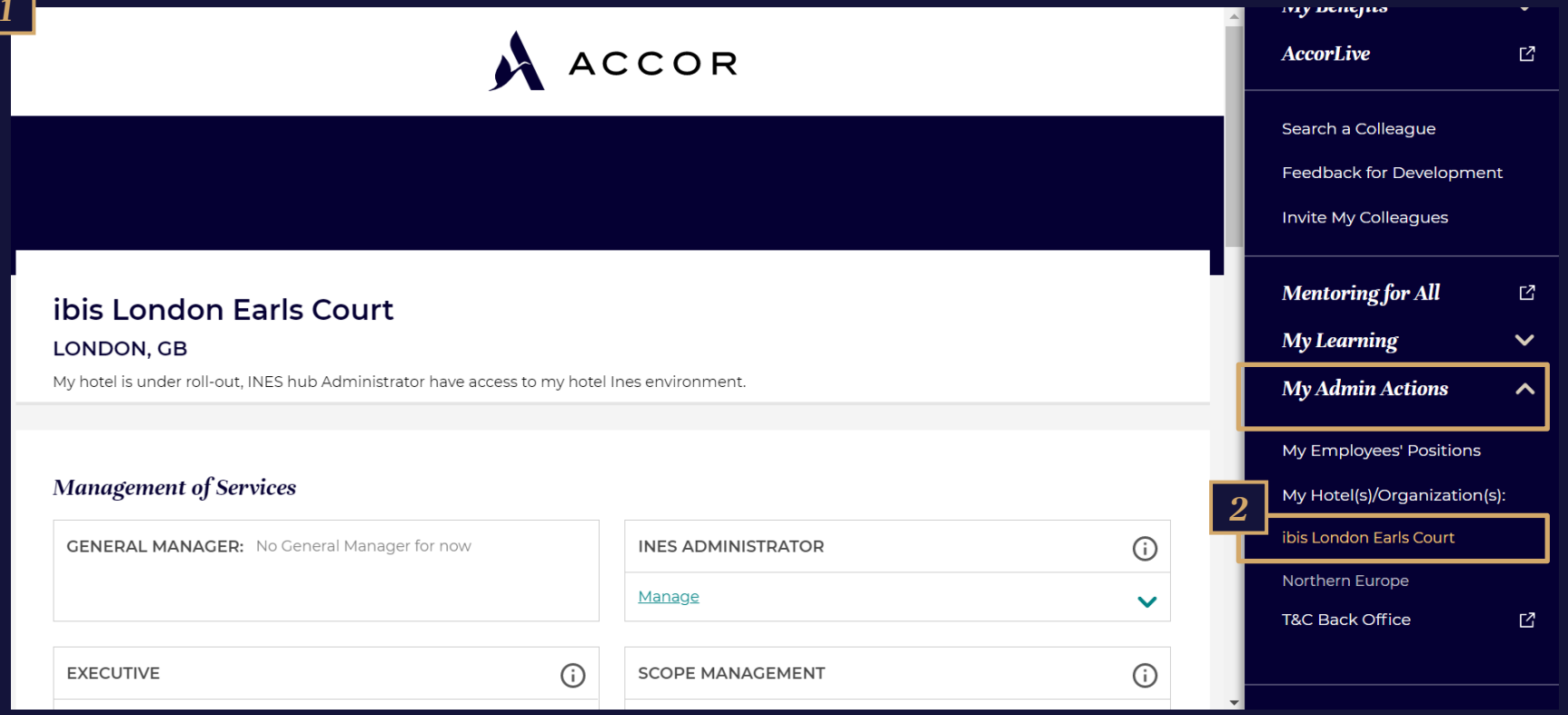
T&C Digital Platform (INES)

Deployed Globally
12 languages

How to manage roles in the Heartist Portal?

INES

As a GM you need to be set as T&C Administrator of your Hotel:



1

You are connected on INES and navigate on your Heartist Portal.

2

You will be able to manage your organization. You can click on "My Admin Actions and select your Hotel. In this case "Ibis London Earls Court"

How to manage roles in the Heartist Portal?

INES

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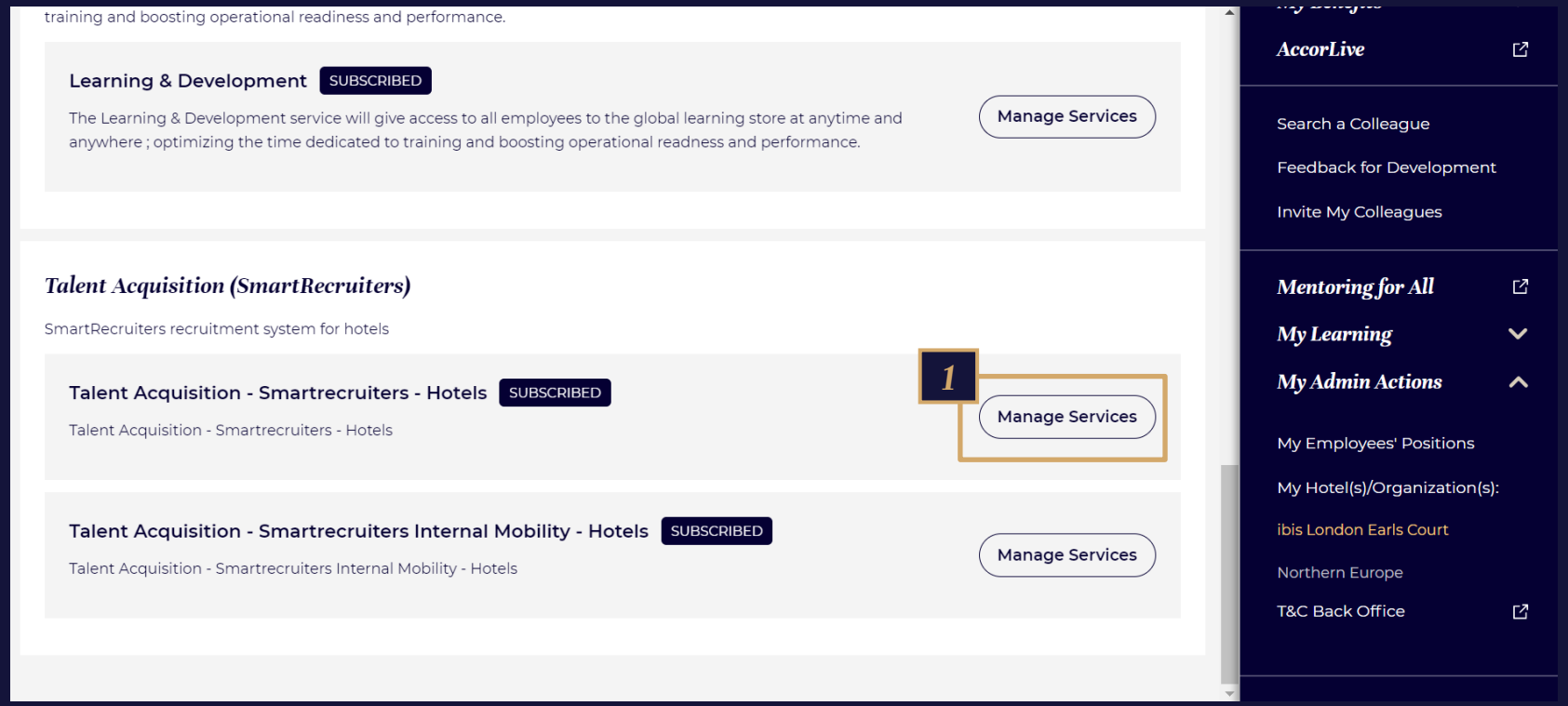


1

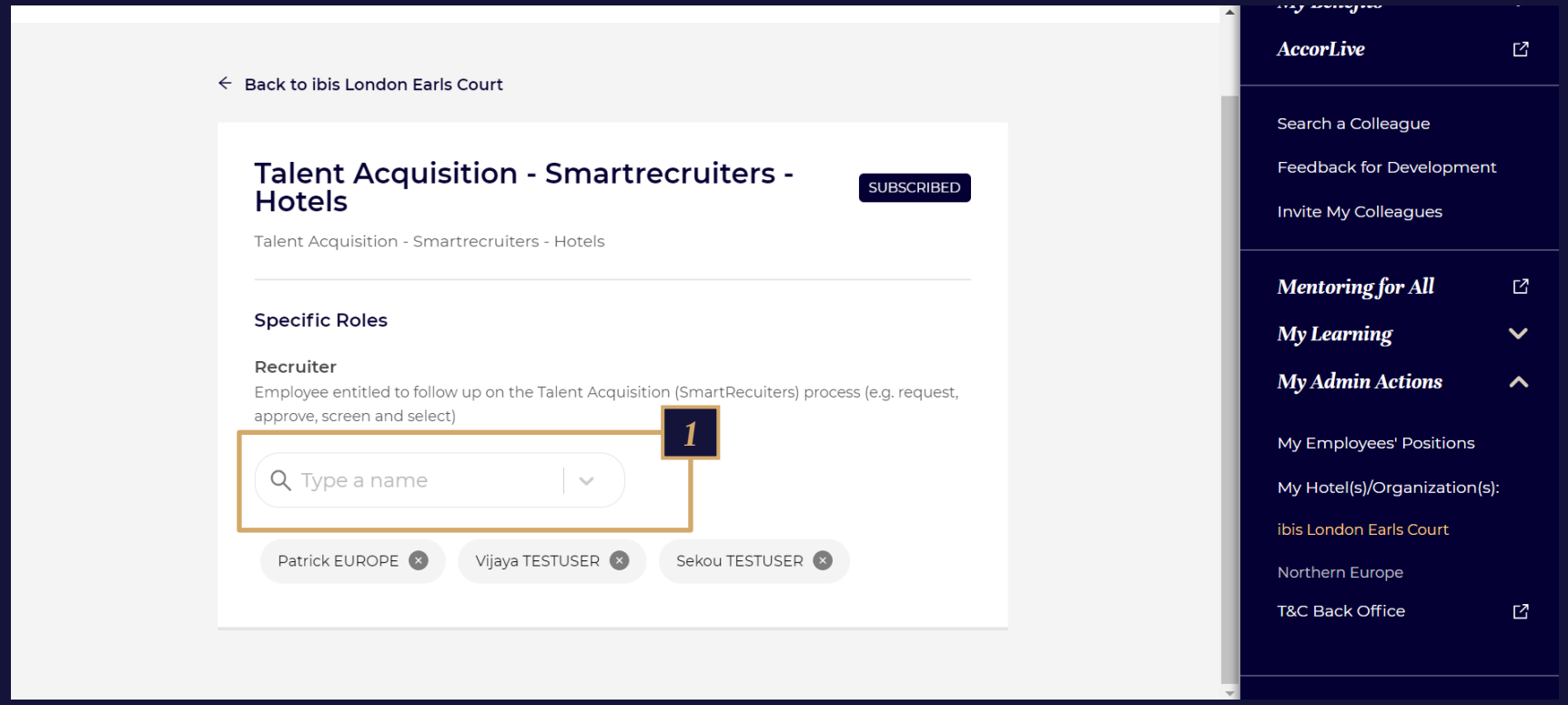
You scroll down on your screen and you can view the recruitment system: SmartRecruiters.
Two services are active:
SmartRecruiters – Hotels
SmartRecruiters – Internal Mobility – Hotels

You can click on “Manage Services” to manage employee’s roles for SmartRecruiters.

How to manage roles in the Heartist Portal?

INES

As a GM you need to be set as T&C Administrator of your Hotel:



1

You will be able to set your employees as recruiters. As a result, they will be able to access MartRecruiters and take actions as recruiter in the system. You can search by name you employee. He will be added automatically in the list below the search tab.

Services Activations in INES

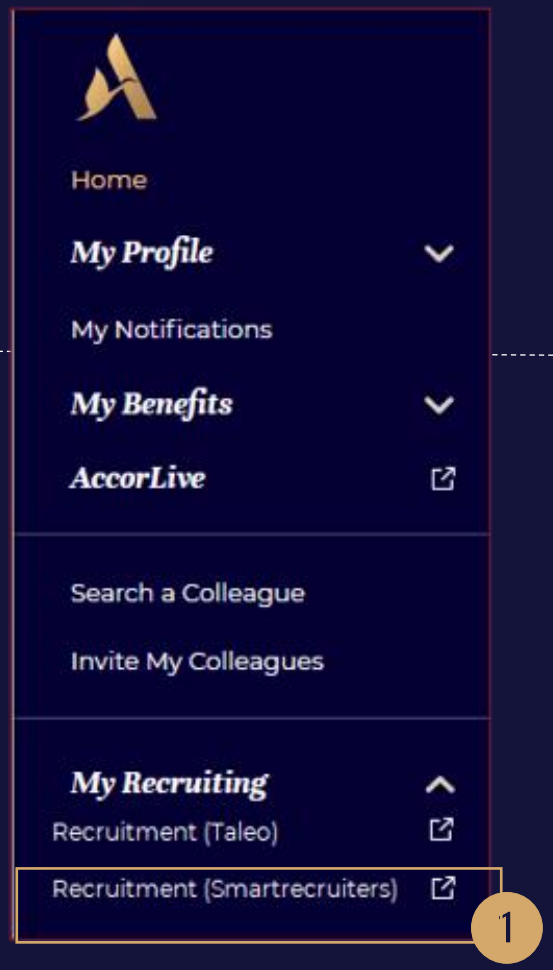
DEMONSTRATION From “My Recruiting”” to “Talent Acquisition SmartRecruiters”

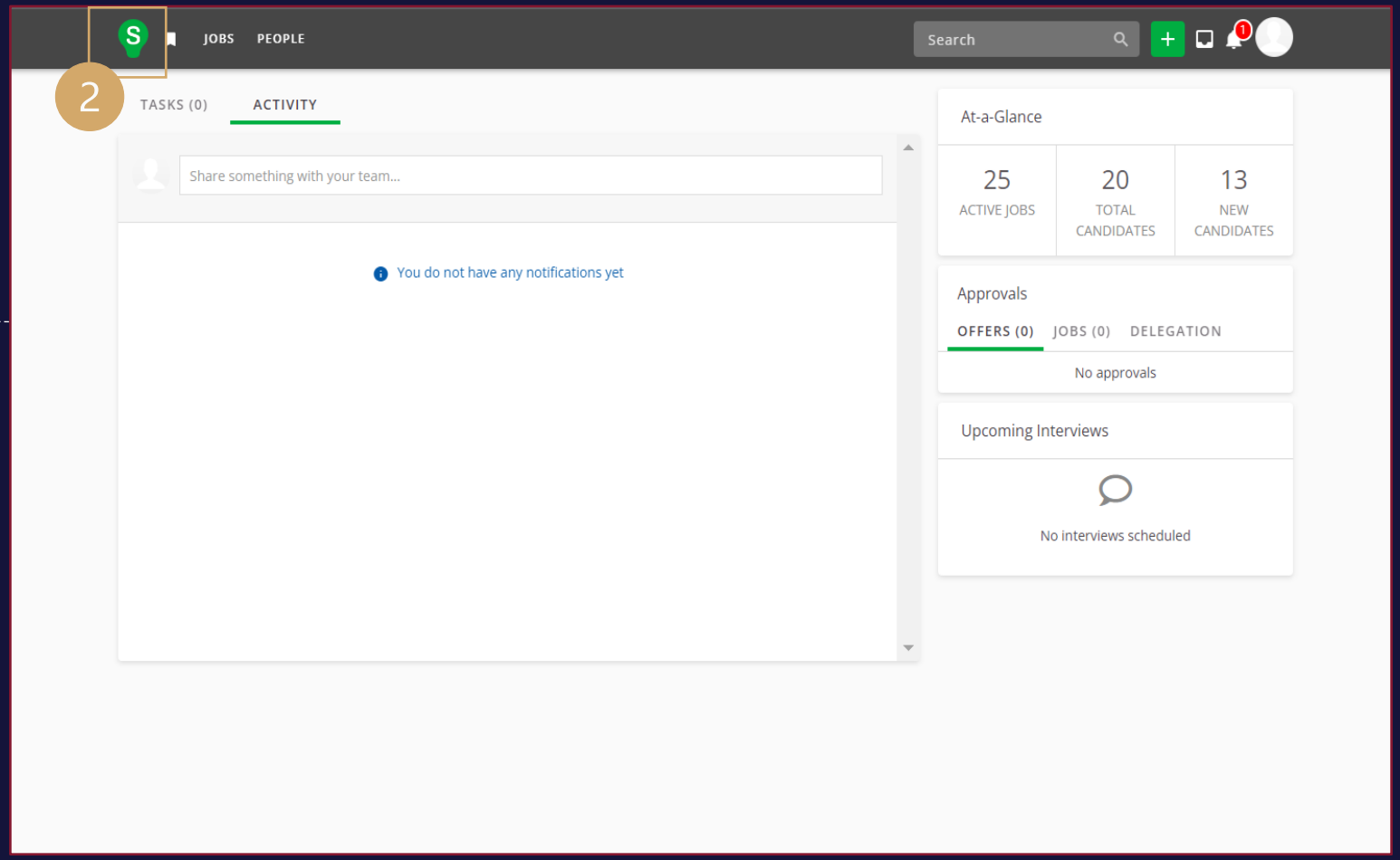
Modules Heartist Portal > Talent Acquisition (TA): SmartRecruiters

Who

Recruiter

T&C Region



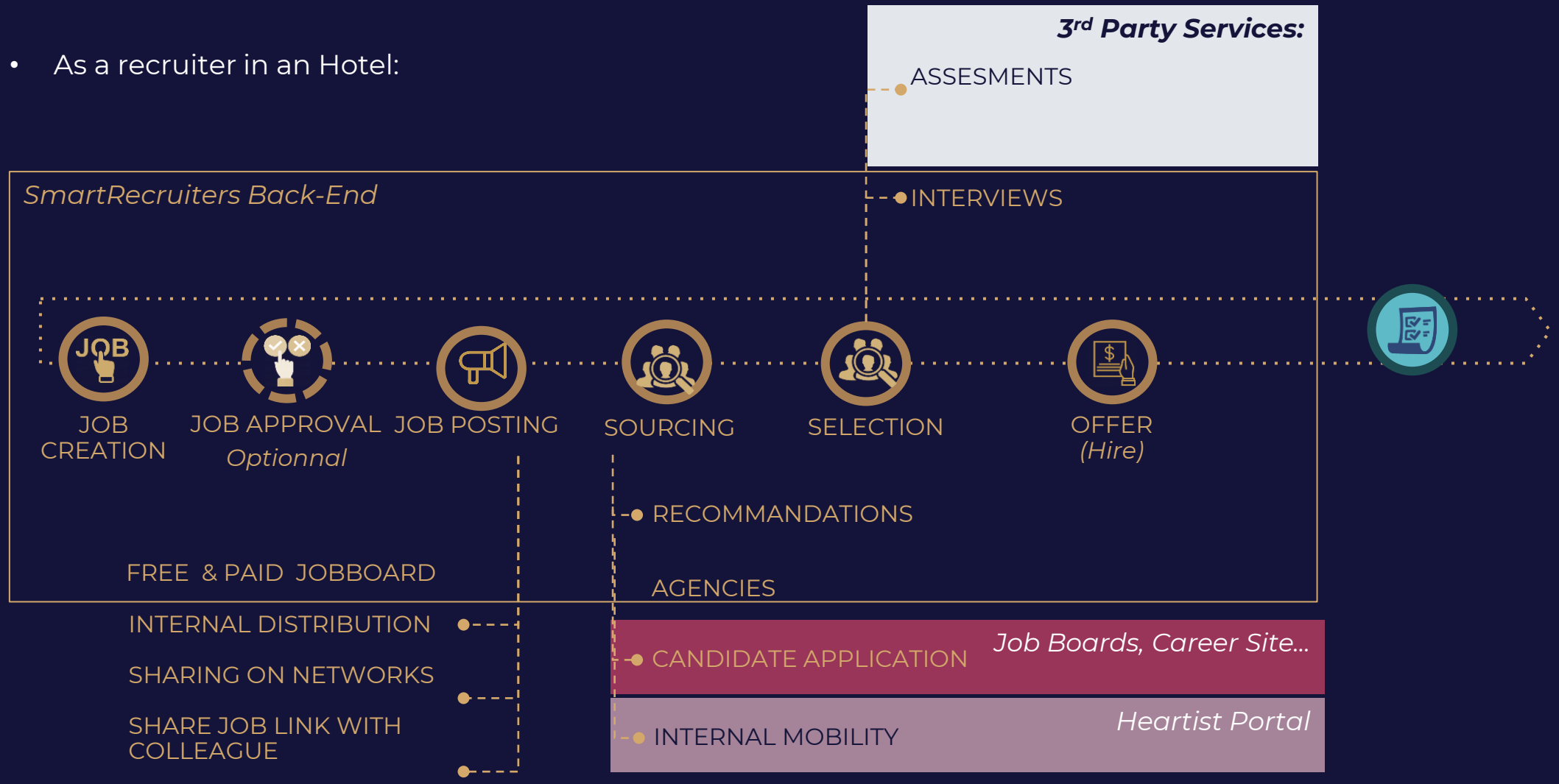


Hotel view if already deployed with Taleo : user can connect on INES

Process Overview

TALENT ACQUISITION

- As a recruiter in an Hotel:



User Roles

SCOPE DEFINITION

User roles:

User Role Name	Company Settings	Analytics	Report Builder	Create a Job	Hiring Team	Access All Jobs	Access Group
Accor Recruiter	NO - Cannot access company configurations in Administration/Career Page Setup/Templates or Configuration lists in Settings/Admin	YES - Can access Analytics dashboards	NO - Cannot access Report Builder or read/download the generated reports	YES - Can create a job and access the Marketplace via the link in the top navigation bar	YES - Can access a job and its candidates if part of the job's hiring team	NO - Must be part of a job's hiring team to access the job and its candidates	LIMITED - Can access a job and its candidates to view some information and perform some actions on the job and its candidates if a member of the job's Access Group
T&C Region	NO - Cannot access company configurations in Administration/Career Page Setup/Templates or Configuration lists in Settings/Admin	YES - Can access Analytics dashboards	LIMITED - Can create/delete/share/read and download reports with data restrictions for sensitive fields and access group.	YES - Can create a job and access the Marketplace via the link in the top navigation bar	YES - Can access a job and its candidates if part of the job's hiring team	LIMITED - Can access a job and its candidates to view some of its information and take only some actions unless user is a member of the job's hiring team	FULL- Can perfom all actions on job and its candidates if member of job's Access Group
Basic	NO	NO	NO	NO	YES	NO	LIMITED
Employee	NO	NO	NO	NO	YES	NO	NO

User Profiles

02

CREATE A JOB

Let’s create a first job together

DEMONSTRATION

Create a job

Step 1 - Create - Use a Template or Copy a Job

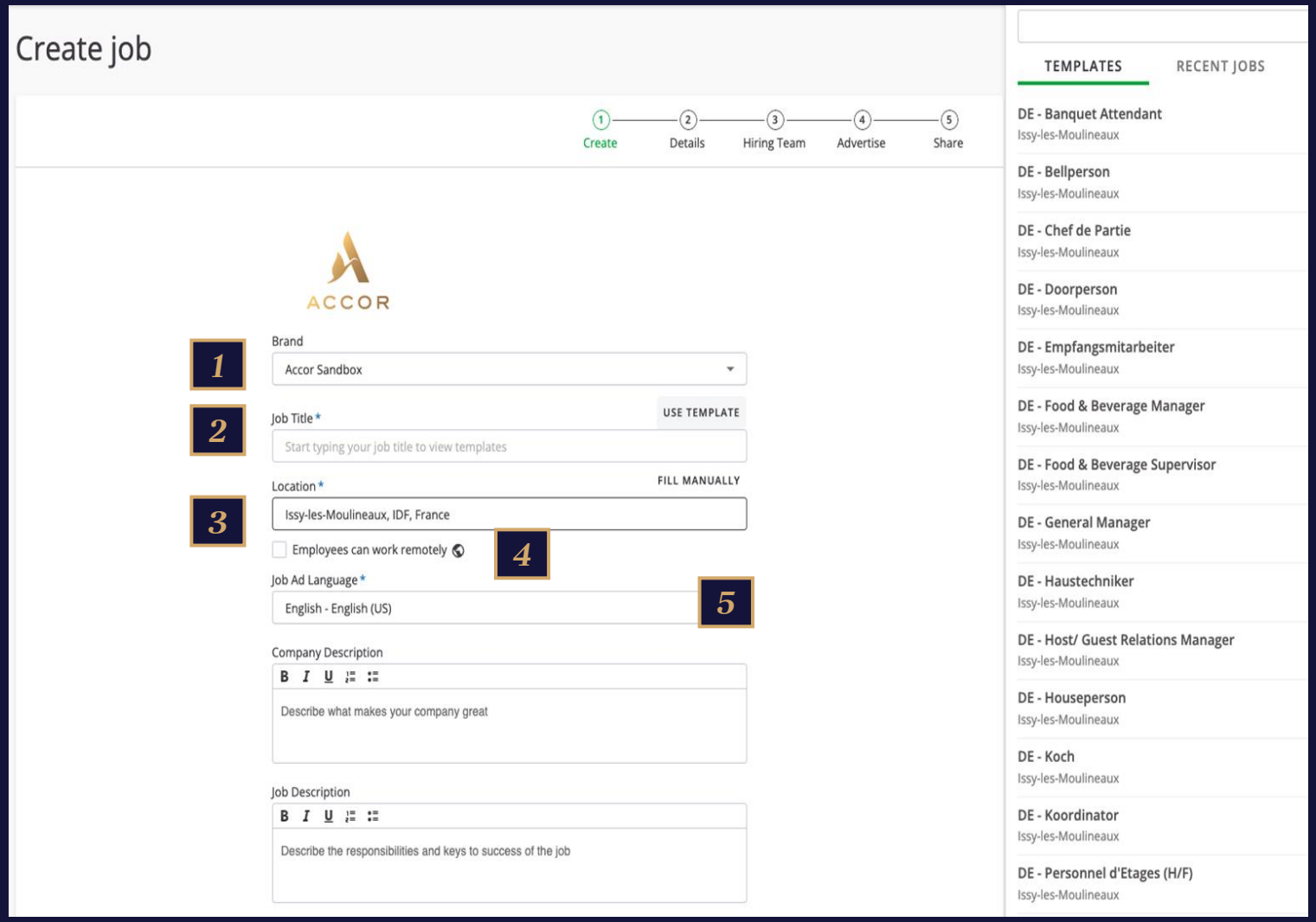
1
Select your brand: your logo will appear automatically

2
Enter the job Title
Click on Use template to display the list - you will also access recent jobs.

3
Enter your city, it will appear automatically or add a street address by filling it manually.

4
Tick the box if possibility of remote work

5
Select the language for your job Ad



Best Practice:

*To easily search for a templates : enter **the first 3 letters** of the item you are looking for (Intuitive search enabled)*
It is also possible to retrieve the description of a job newly created from the "Recent Jobs" tab.

Create a job

Step 1 - Create a job from scratch

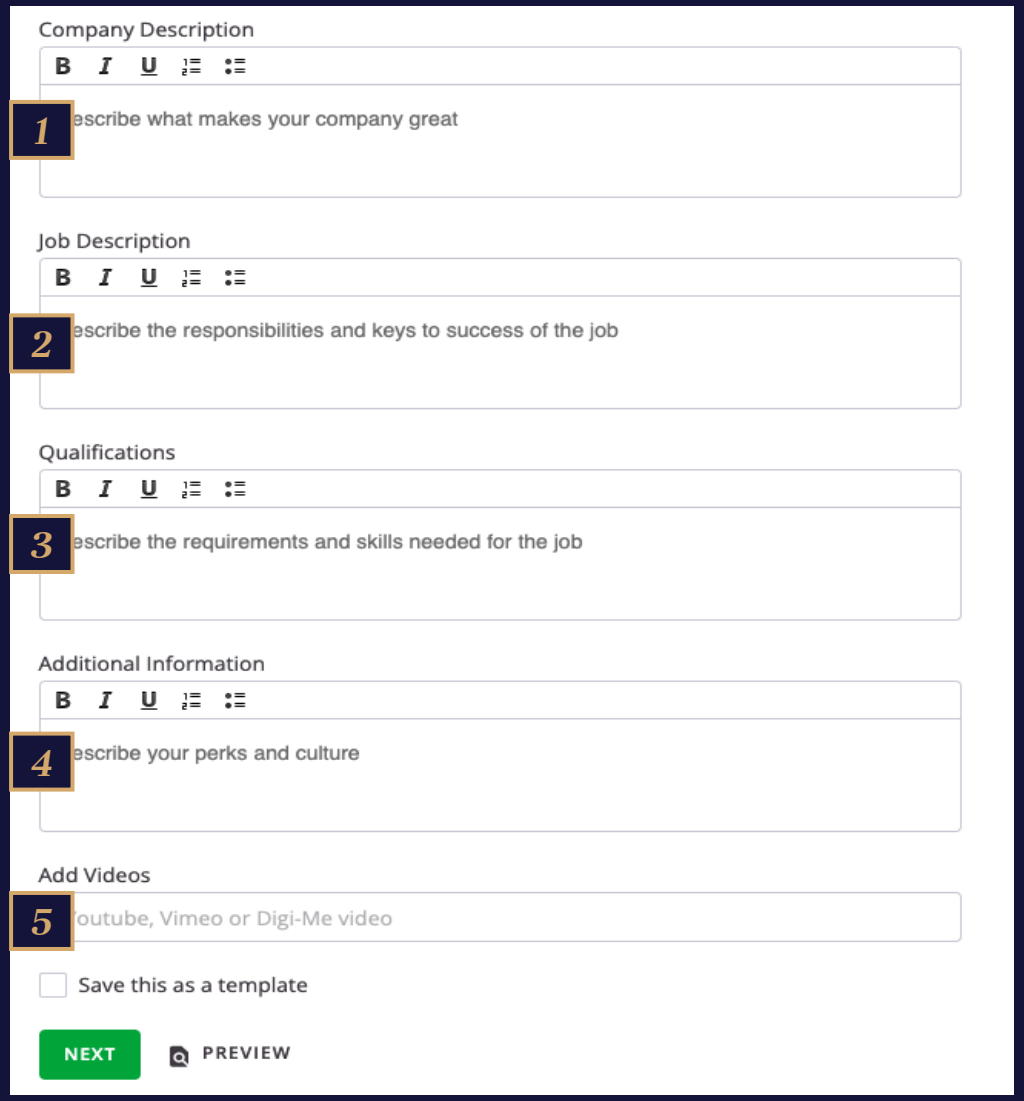
1
Enter your Company description

2
Enter the job description

3
Enter the qualifications required for the job

4
The Additional Information section allows you to indicate additional information to the job (Capture Candidates)

5
Add video links to your job (Youtube, Viemo or Digi-Me)



Best Practice:

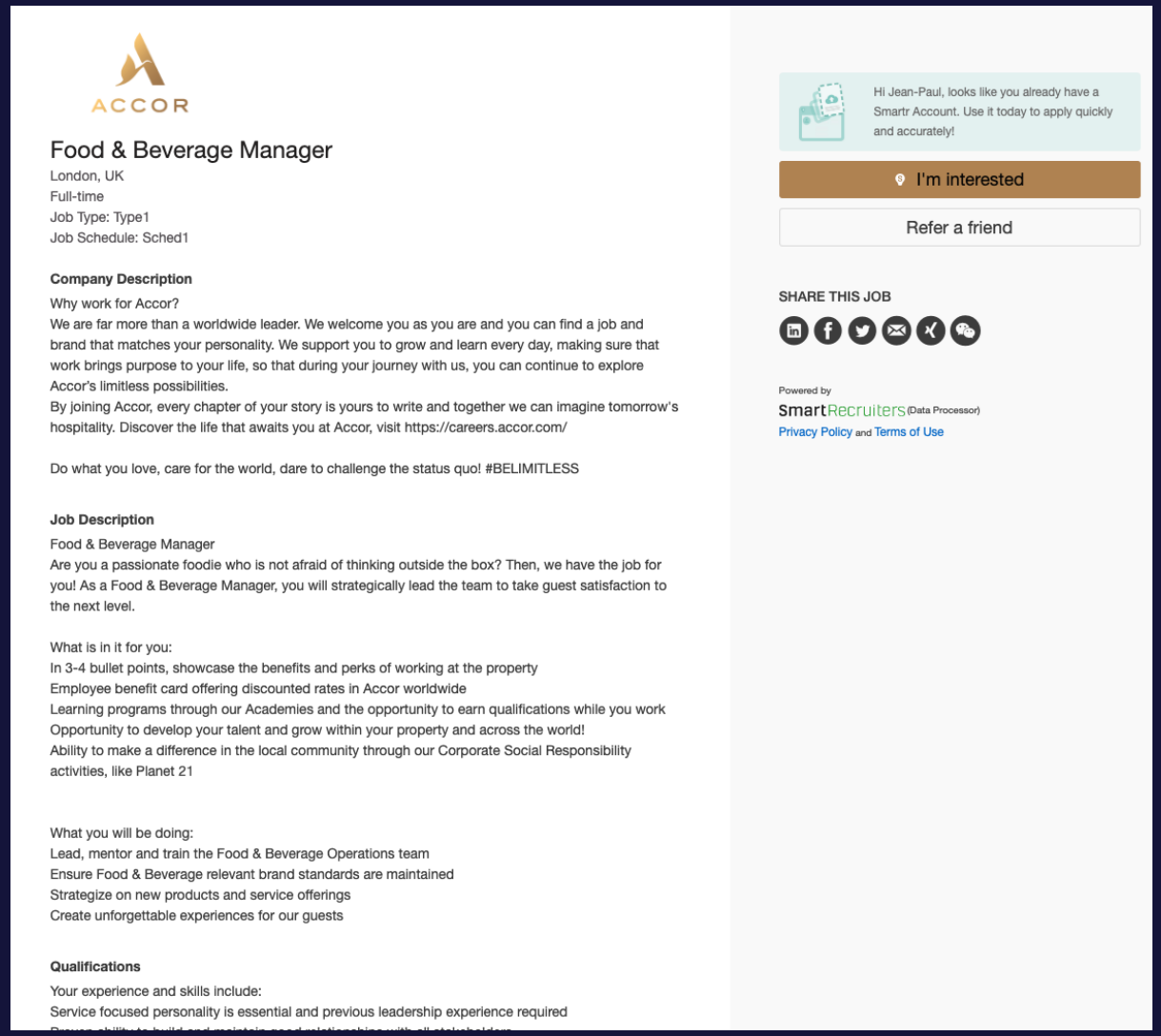
- *The Company Description and Additional Information fields will be automatically restarted when a new job is created.*
- *Click on View Examples to display other companies job descriptions and find inspiration for your own - you can import the example and edit it before clicking NEXT.*

Create a job

Step 1 – Job Preview

1

By clicking ***Preview,*** you can visualise your job advertisement as it will be visible to the candidate. before clicking ***Next*** in step 1,



ACCOR

Food & Beverage Manager
London, UK
Full-time
Job Type: Type1
Job Schedule: Sched1

Company Description

Why work for Accor?
We are far more than a worldwide leader. We welcome you as you are and you can find a job and brand that matches your personality. We support you to grow and learn every day, making sure that work brings purpose to your life, so that during your journey with us, you can continue to explore Accor's limitless possibilities.
By joining Accor, every chapter of your story is yours to write and together we can imagine tomorrow's hospitality. Discover the life that awaits you at Accor, visit https://careers.accor.com/

Do what you love, care for the world, dare to challenge the status quo! #BELIMITLESS

Job Description

Food & Beverage Manager
Are you a passionate foodie who is not afraid of thinking outside the box? Then, we have the job for you! As a Food & Beverage Manager, you will strategically lead the team to take guest satisfaction to the next level.

What is in it for you:
In 3-4 bullet points, showcase the benefits and perks of working at the property
Employee benefit card offering discounted rates in Accor worldwide
Learning programs through our Academies and the opportunity to earn qualifications while you work
Opportunity to develop your talent and grow within your property and across the world!
Ability to make a difference in the local community through our Corporate Social Responsibility activities, like Planet 21

What you will be doing:
Lead, mentor and train the Food & Beverage Operations team
Ensure Food & Beverage relevant brand standards are maintained
Strategize on new products and service offerings
Create unforgettable experiences for our guests

Qualifications

Your experience and skills include:
Service focused personality is essential and previous leadership experience required

Hi Jean-Paul, looks like you already have a Smartr Account. Use it today to apply quickly and accurately!

I'm interested

Refer a friend

SHARE THIS JOB

Powered by
SmartRecruiters (Data Processor)
Privacy Policy and Terms of Use

Create a job

Step 2 – Job Details

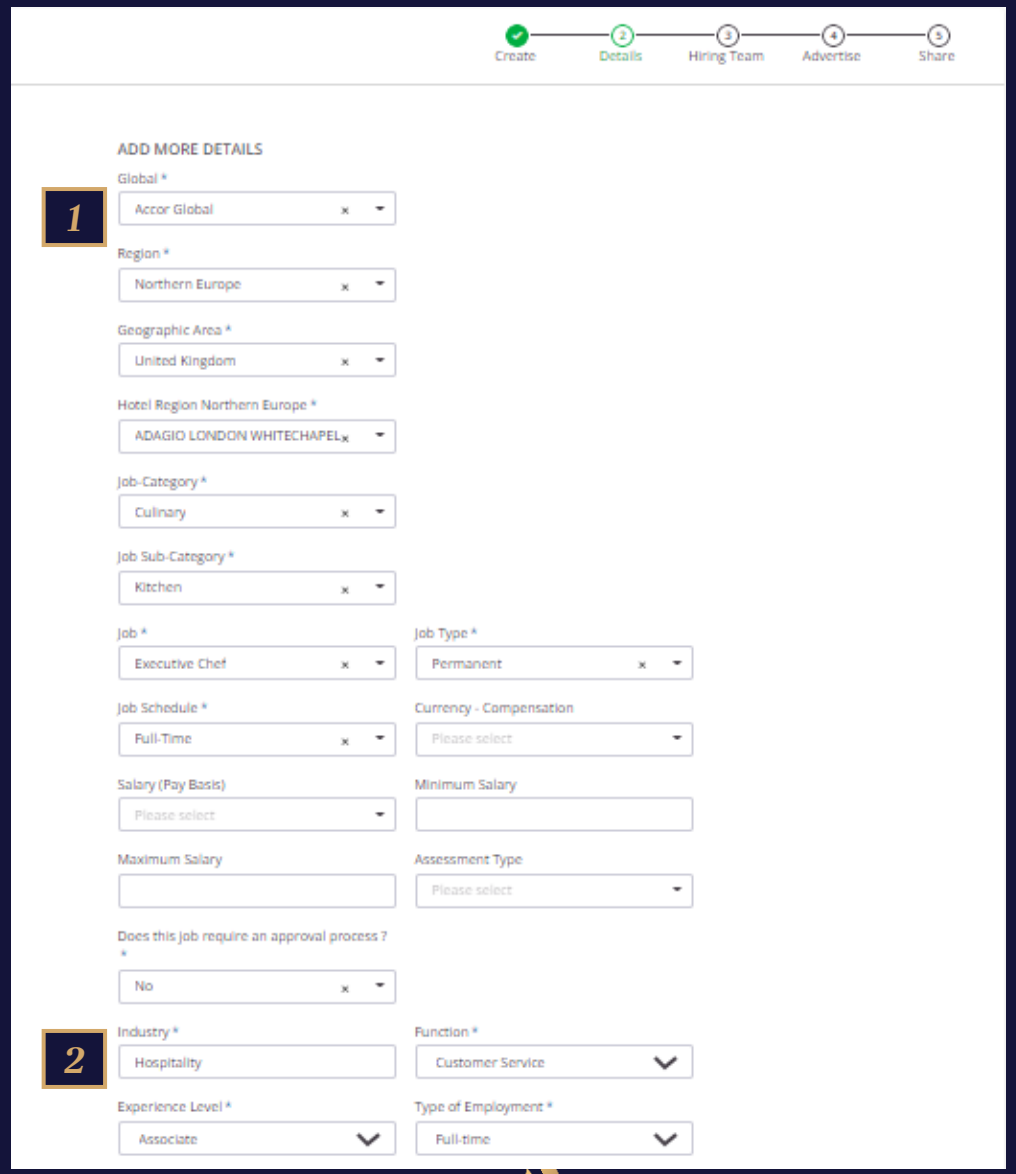
Without Approval:

1

Complete the ***job details*** to ensure accuracy in your reporting. Fields may reflect your organizational structure and business/validation/reporting needs.

2

The four fields at the bottom ***"Industry" , "Function", "Experience Level" and "Type of Employment"*** are used to reference and map with job boards search engines - they are standard and cannot be changed



Best Practice:

Dependencies are made between the fields so as to complete and offer you the choices related to your establishment.

Create a job

Step 3 - Hiring Team, Headcount & Publication

Without Approval:

1

Enter **your hiring team** and the role of each.

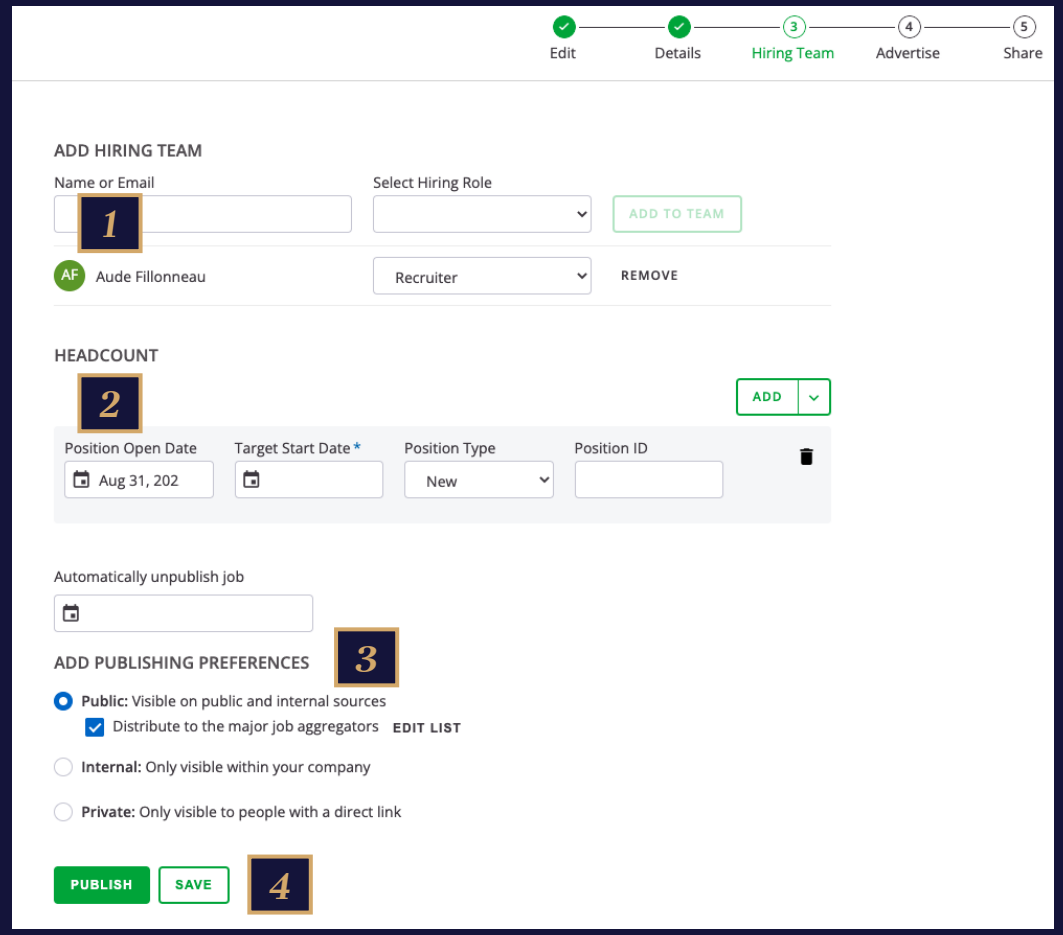
By default, the job creator is automatically added to the hiring team.

2

Add your headcount details and add additional positions as necessary

3

Publish your job, and choose your posting options
" Public " : Visible on public and internal sources, Distribute to the major job agregators
" Internal " : Only visible within your company
" Private " : Only visible to people with a direct link



4

You can
Save your work for future reference

Best Practice:

This information can be modified even after the validation and publication of the item.

Forecast possible by entering the post's opening date and desired start after the creation. Thus allowing you to advance on this part and save time for your core business.

Create a job

Step 3 - Hiring Team, Headcount & Approvals

With Approval:

1

Enter **your hiring team** and the role of each.

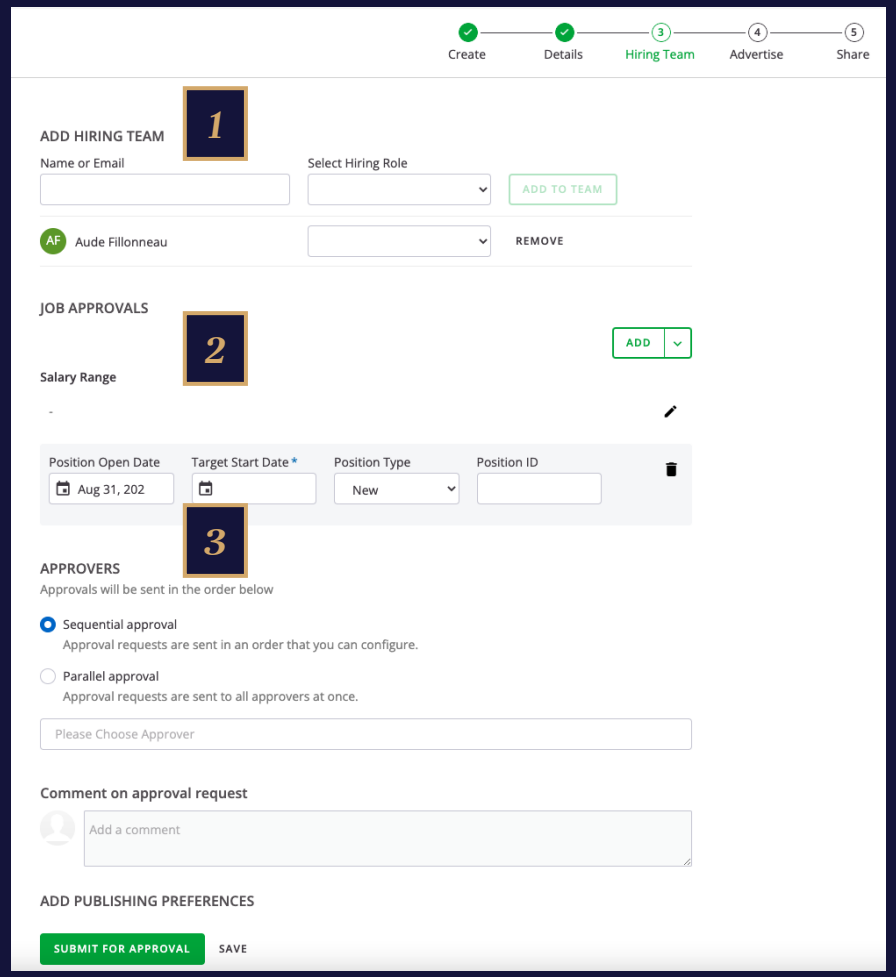
By default, the job creator is automatically added to the hiring team.

2

Add your headcount details, add additional positions as necessary

3

Complete your approval chain if required, add any comments and submit for approval.



Create a job

Step 3 – Approvals Details

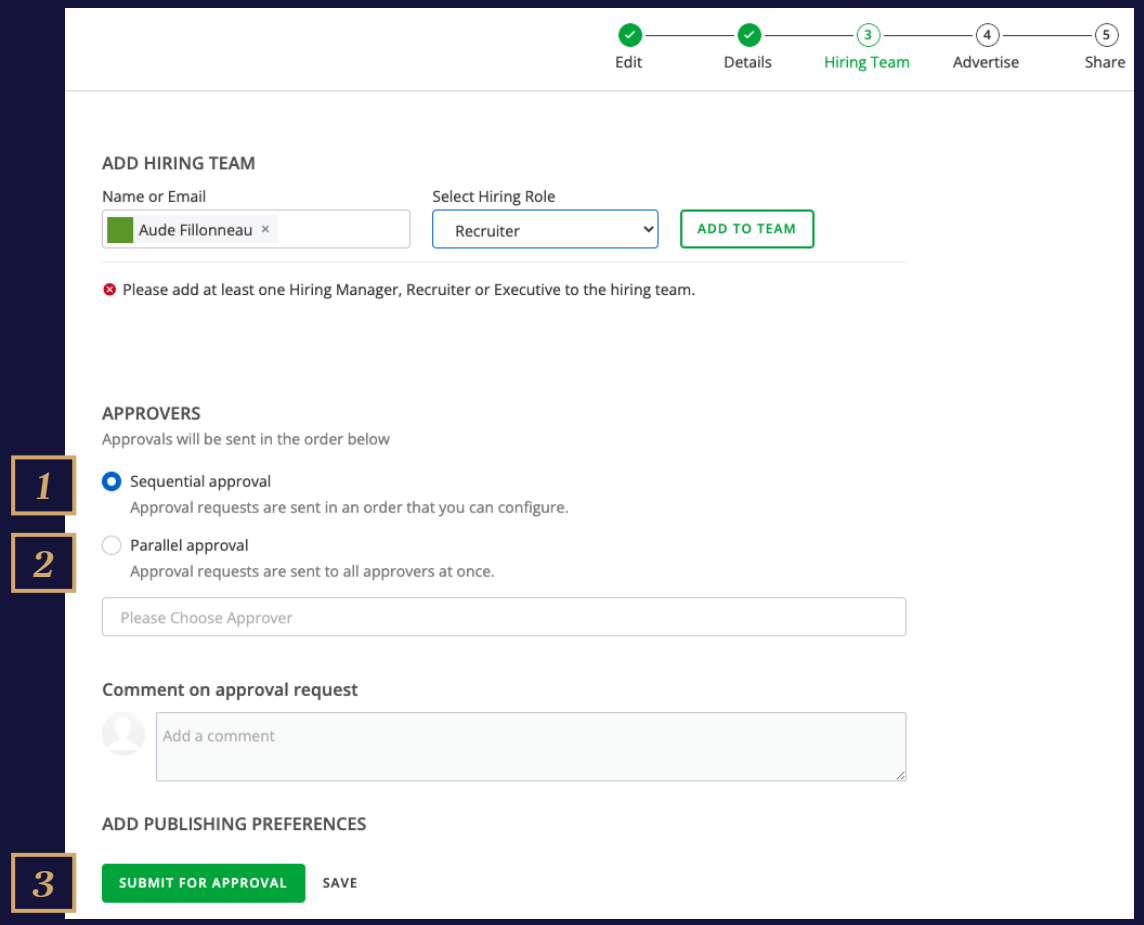
With Approval:

For sequential and parallel approvals, simply review the list of approvers and add an optional comment. SmartRecruiters will include this comment in the approval emails.

1

Sequential Approval:

If the approval does not have a predefined string, choose the sequence and add the approvers by name: Set the order of the approvers by dragging them up and down the list.



2

Parallel Approval:

For parallel approvals, choose whether all or at least one must approve.

3

Click **Submit** for Approval to save the work and send the requests. SmartRecruiters will record, but will not publish the work, and will take you directly to the job profile.

Best Practice:

Job postings cannot be published until approved. Approvers will receive the request by email. You can monitor their approvals from the Role Details tab on the role profile page.

03

PUBLISH A JOB

Create a job

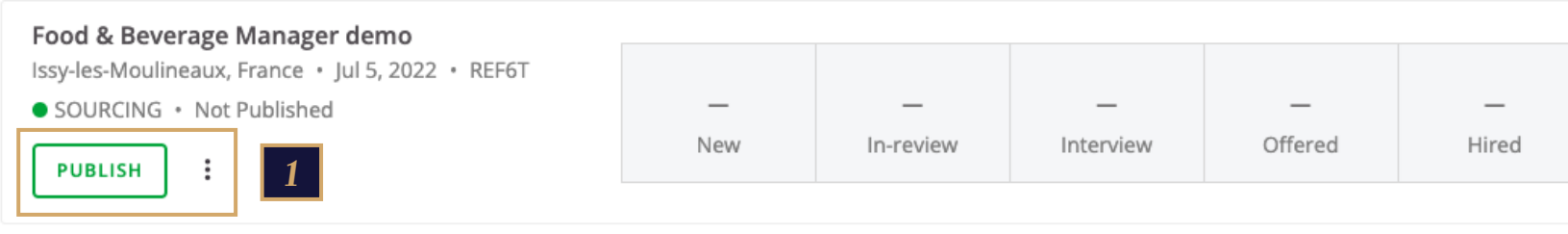
Step 3 – Publish your approved Job

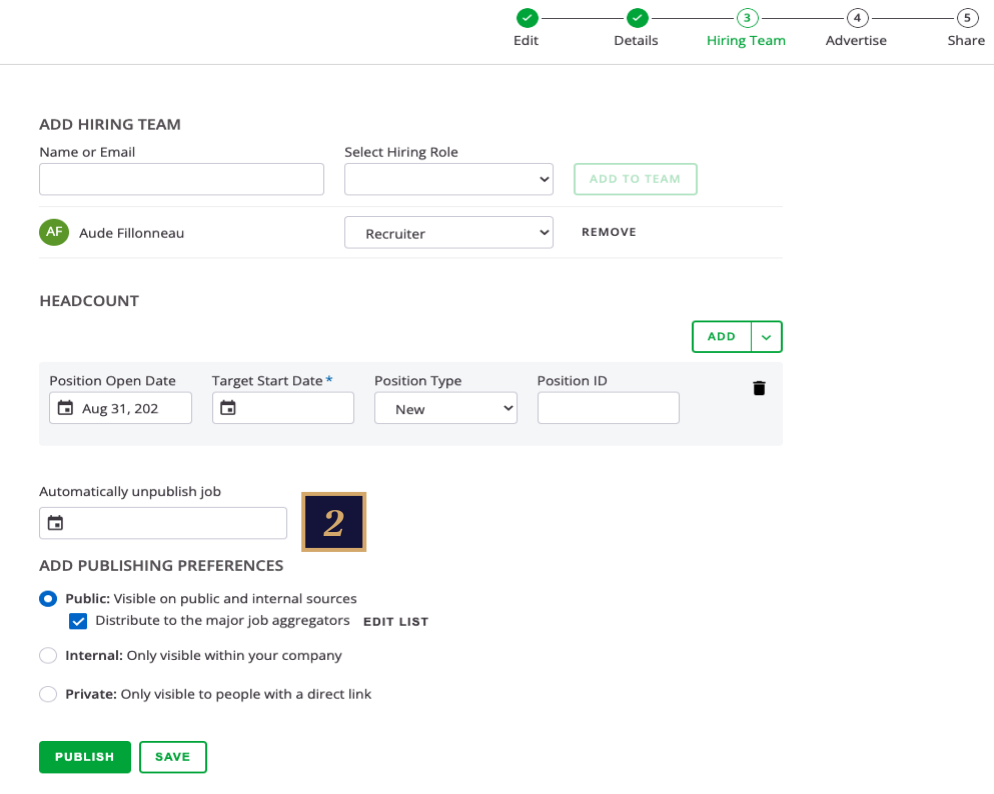
With Approval:

1

Once your job is approved, navigate to your approved job, select **Publish**, either from the Jobs list or from the Job record itself (top right button).

Continue through the job steps, publish the job on Step 3.





2

You can also choose a date to automatically unpublish the job

Job boards Coverage status

Job Boards free of charges :

- Jooble
- FlexJobs Organic
- Cleverism
- AboutJobsSponsored
- CV-Library
- Neuvoo
- Rulla
- JuJu Organic
- Arbeitnow.com
- WayUp Organic
- ZipRecruiter Organic
- Adzuna
- Trovit
- Crunchbase
- Careerjet
- JobInventory
- Recruit.net
- LinkedIn Limited Listings
- jobrapido
- Equality Magazines
- Indeed
- Monster Controlled Listings

Paid job boards

Also available depending on their request.

Create a job

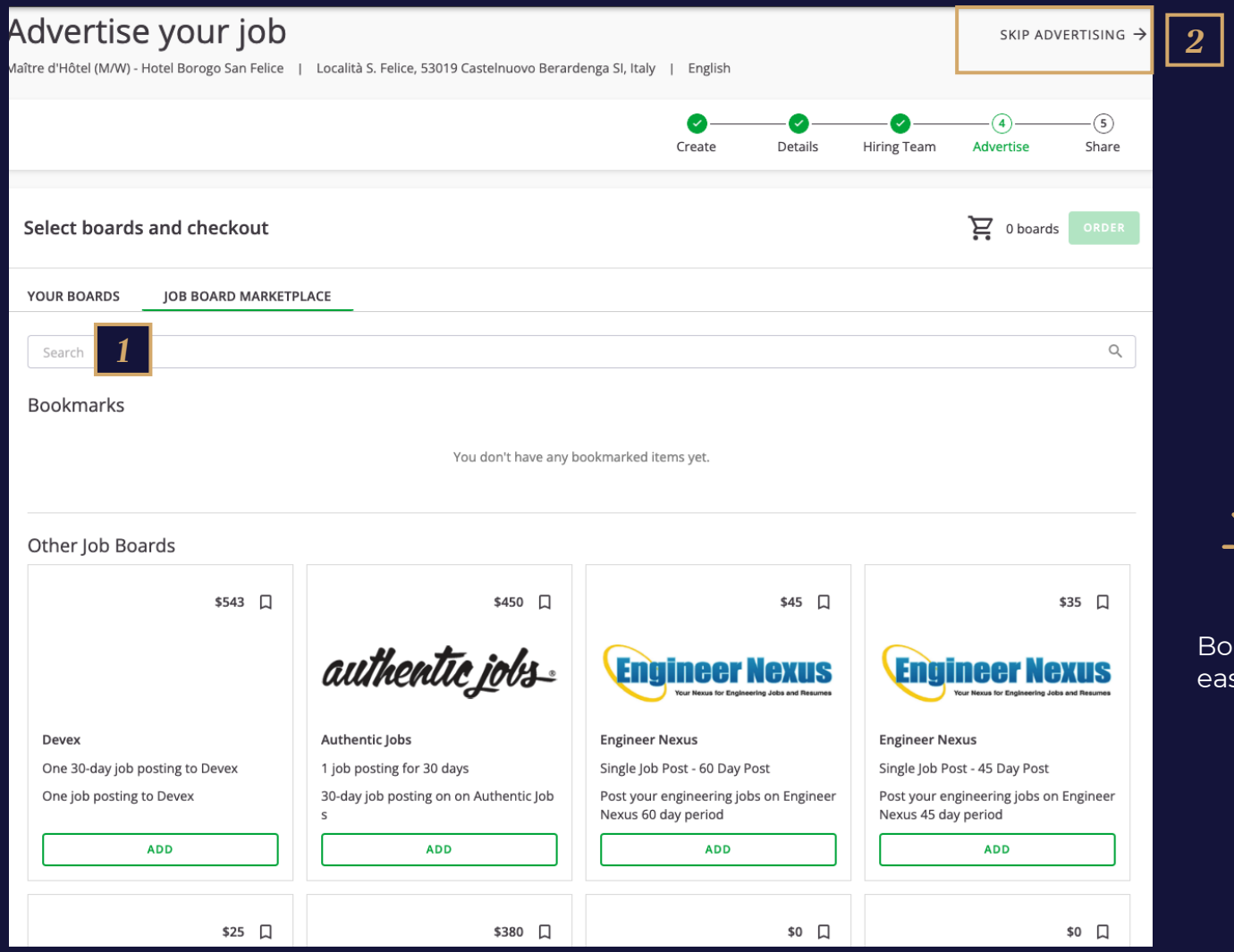
Step 4 - Advertise

1

Search for job boards, select existing job board contracts by typing your company name or select your choice from the marketplace, bookmark those offers for next time and check out your cart

2

If no advertising needed, reach the next step by clicking on **"Skip advertising"** from the top right corner.



Best Practice :

Bookmark your contracts to make it easier to find them next time.

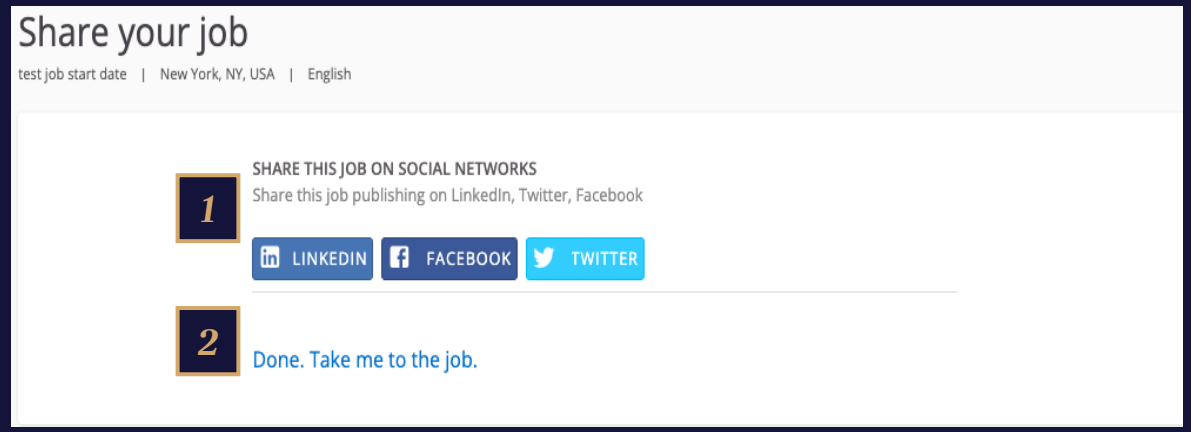
Create a job

Step 5 – Share

With and Without Approval:

1

Share your job on your personal **social networks**



2

These options are not mandatory, click Done. **Take me to the job.**

04

JOB MANAGEMENT

Job Management

Job Record - People Tab Overview

1

Job summary and status

2

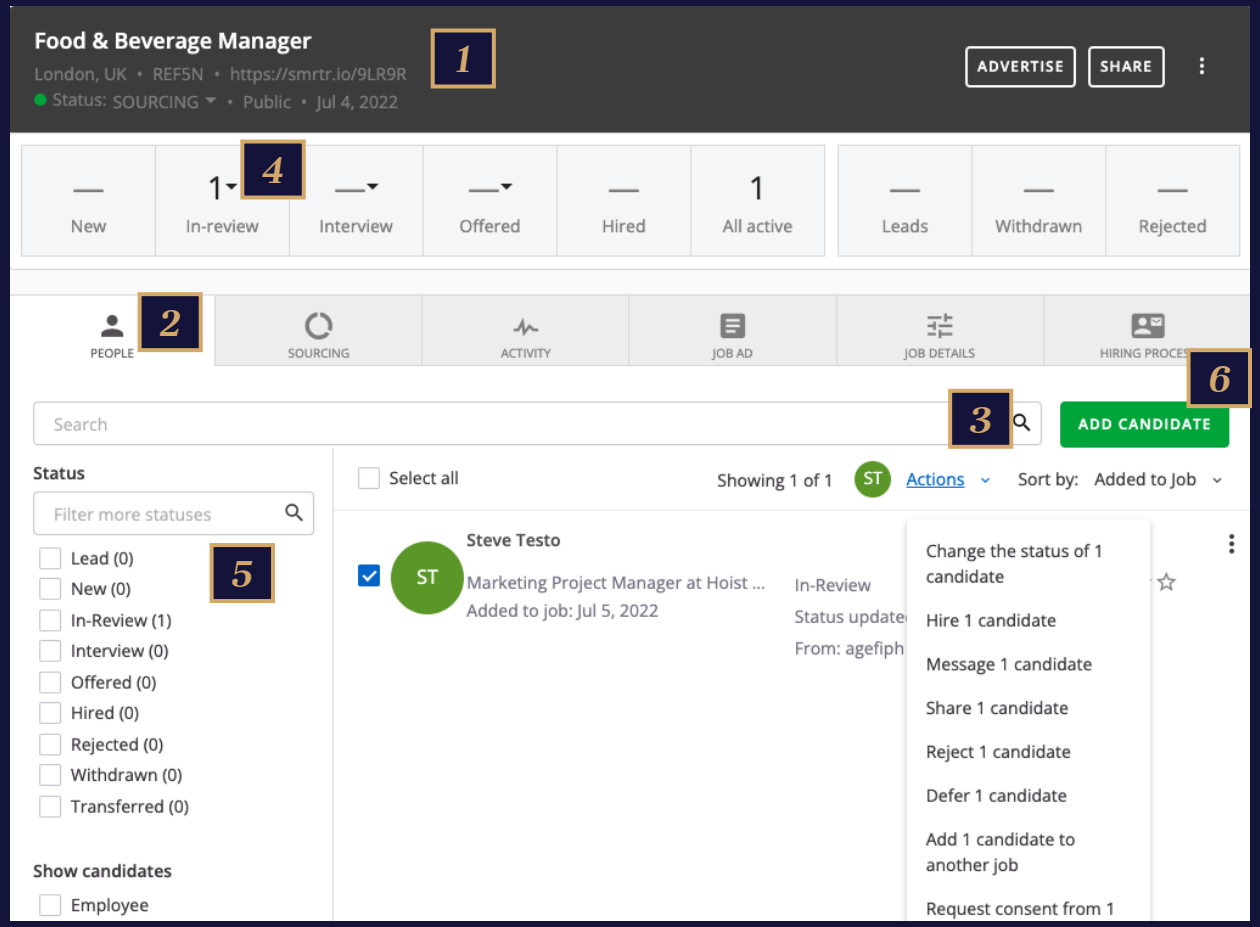
People tab: List of candidates who have expressed interest in this specific job

3

Take bulk action on your candidates from within the job

4

Instant visibility of candidates' status for the position in their recruitment process



5

Advanced filtering options

6

Possibility to import one or more candidates for the job (CV import). If you manually add a candidate to the job, it will be added and tagged to Lead .
A Lead is someone who has not yet applied to a job on their own, but have been assigned to a job for consideration.

Best Practice:

It is possible to filter candidates based on their answers to pre-selection questions.

Job Management

Sourcing Tab Overview

1

At a Glance :

Instant visibility of the number of opening days, applications, candidate in interview and cost spent for the publication of the position on job posting sites

2

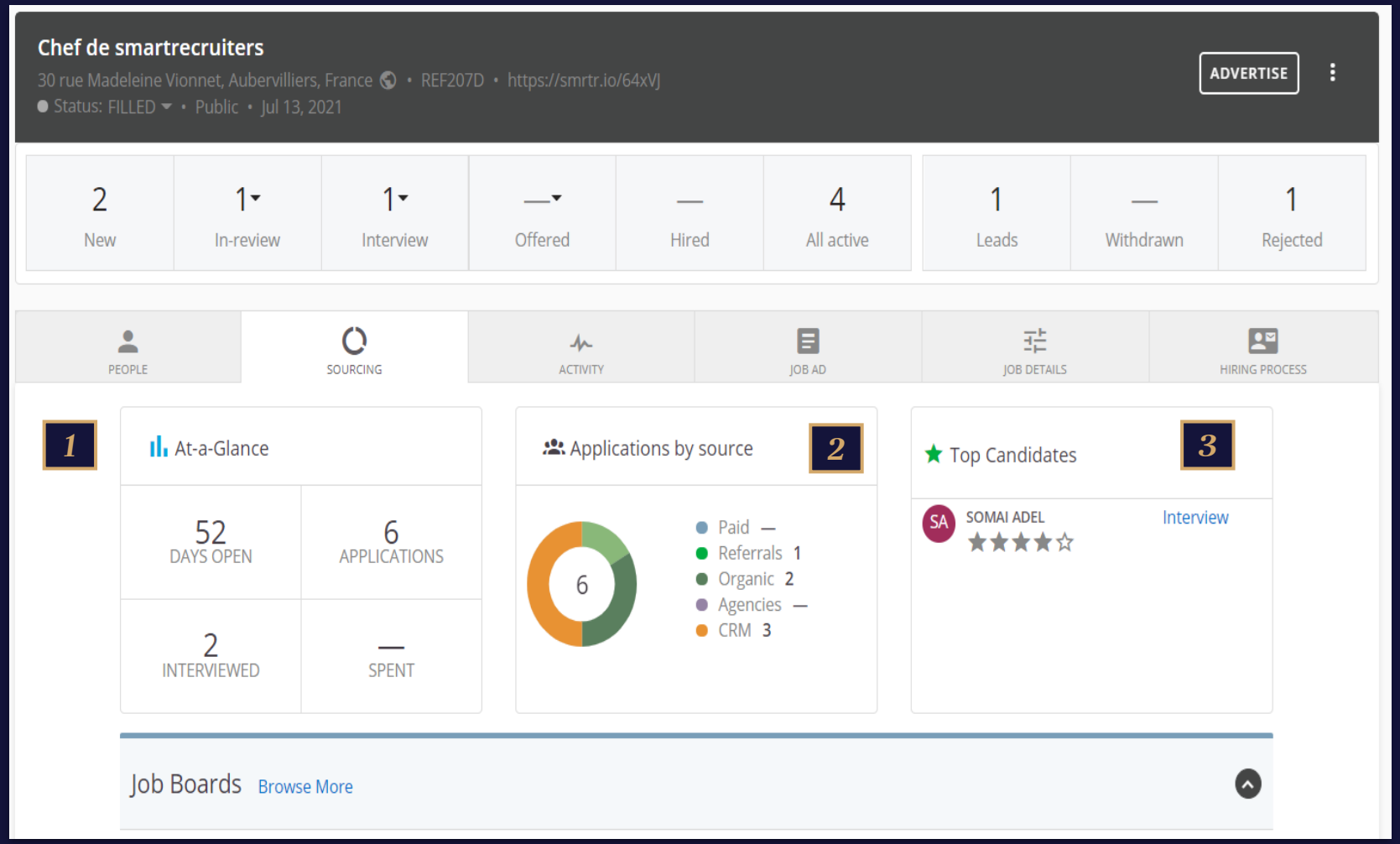
Applications bySources :

Identify the source candidate, Have a precise idea of where your candidates come from and how the job is advertised.

3

Top Candidates :

Allows you to identify the best profiles for the role based on the assessment and star rating performed.



Job Management

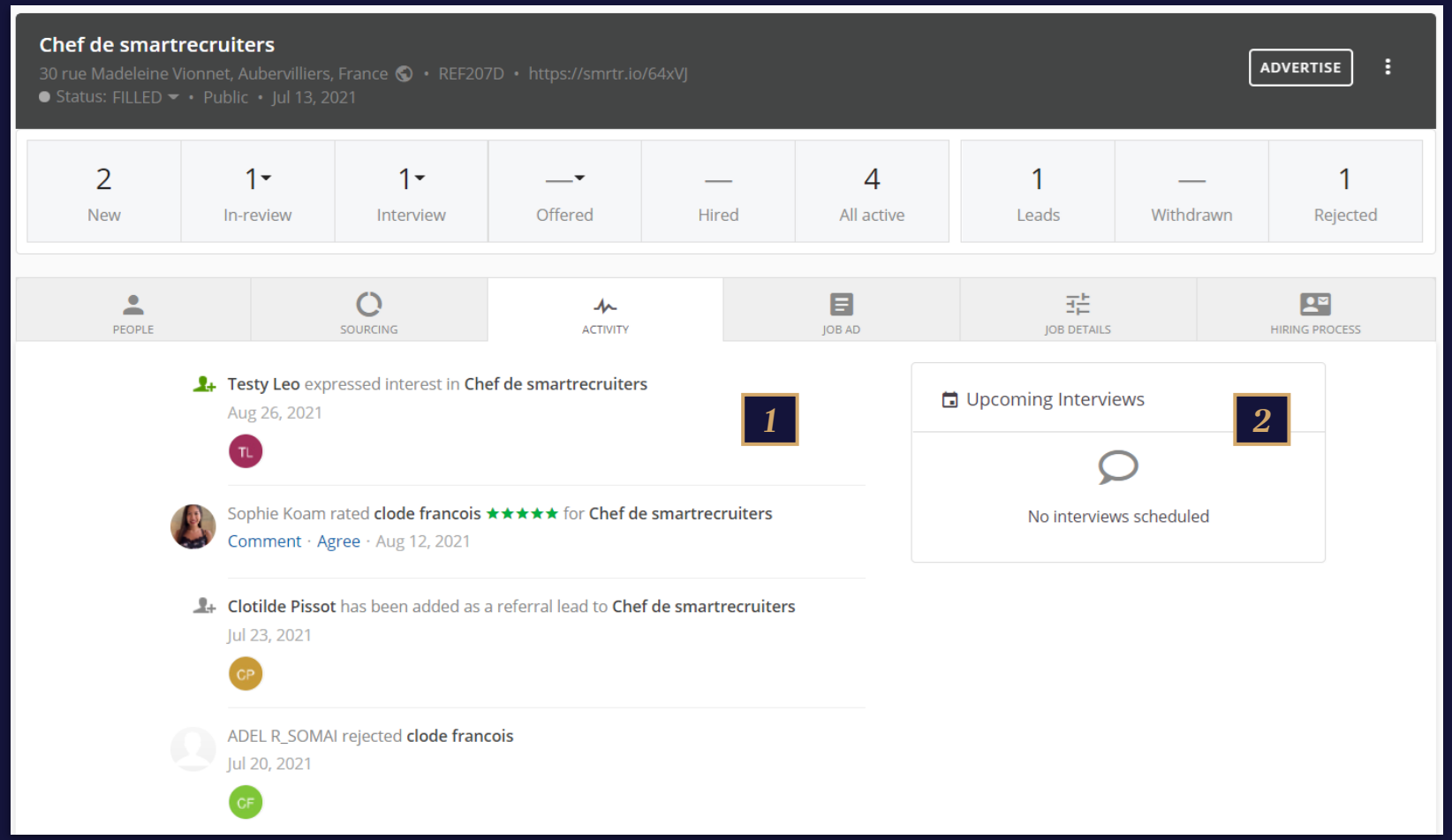
Activity Tab Overview

1

View all activity as it relates to the job. Great to use after some time off.

2

View the next scheduled interviews for this job.

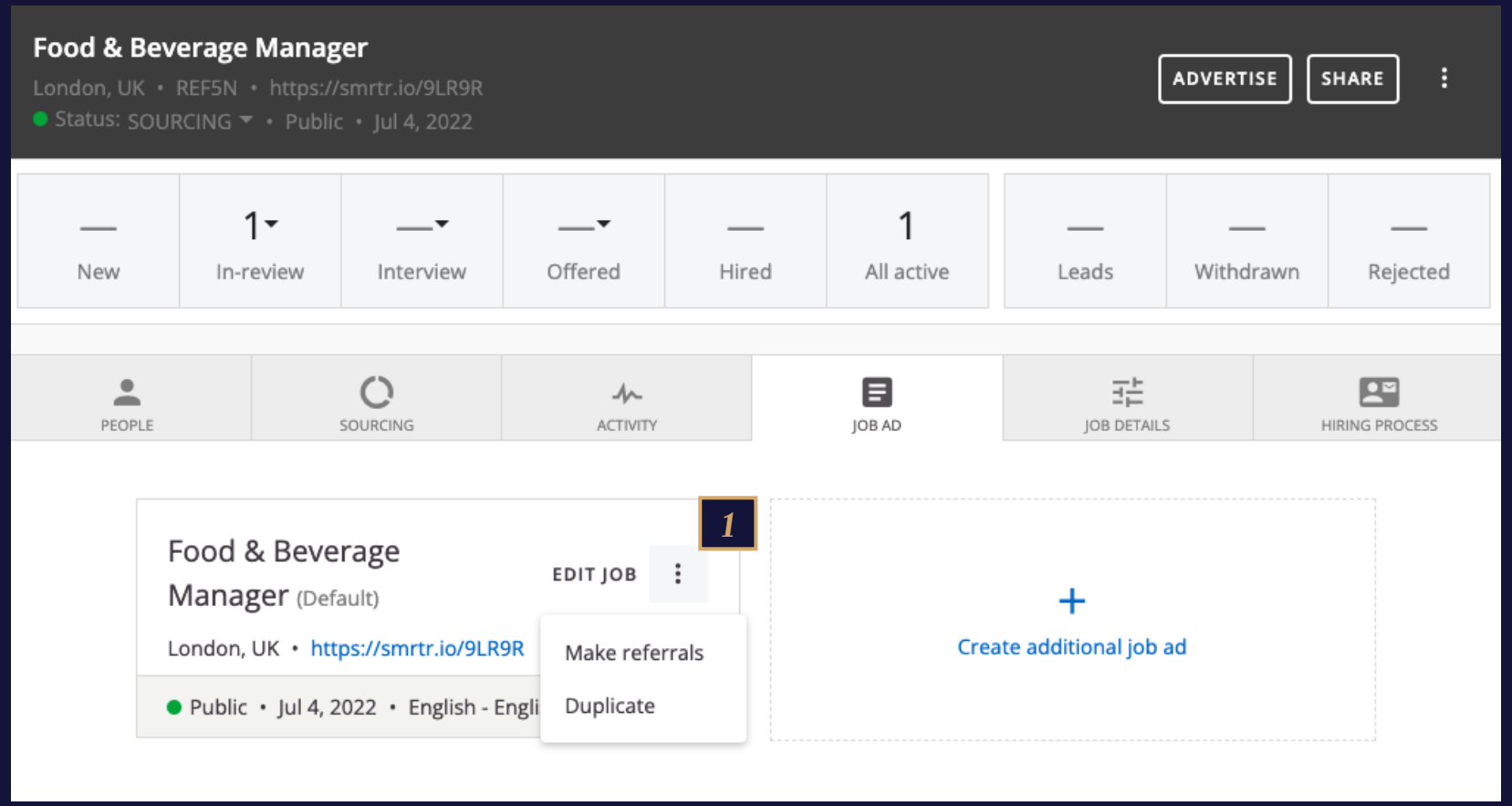


Job Management

Job Ad Tab Overview

1

Job Ad provides the ability to duplicate the job ad, but change the title or language.



Job Management

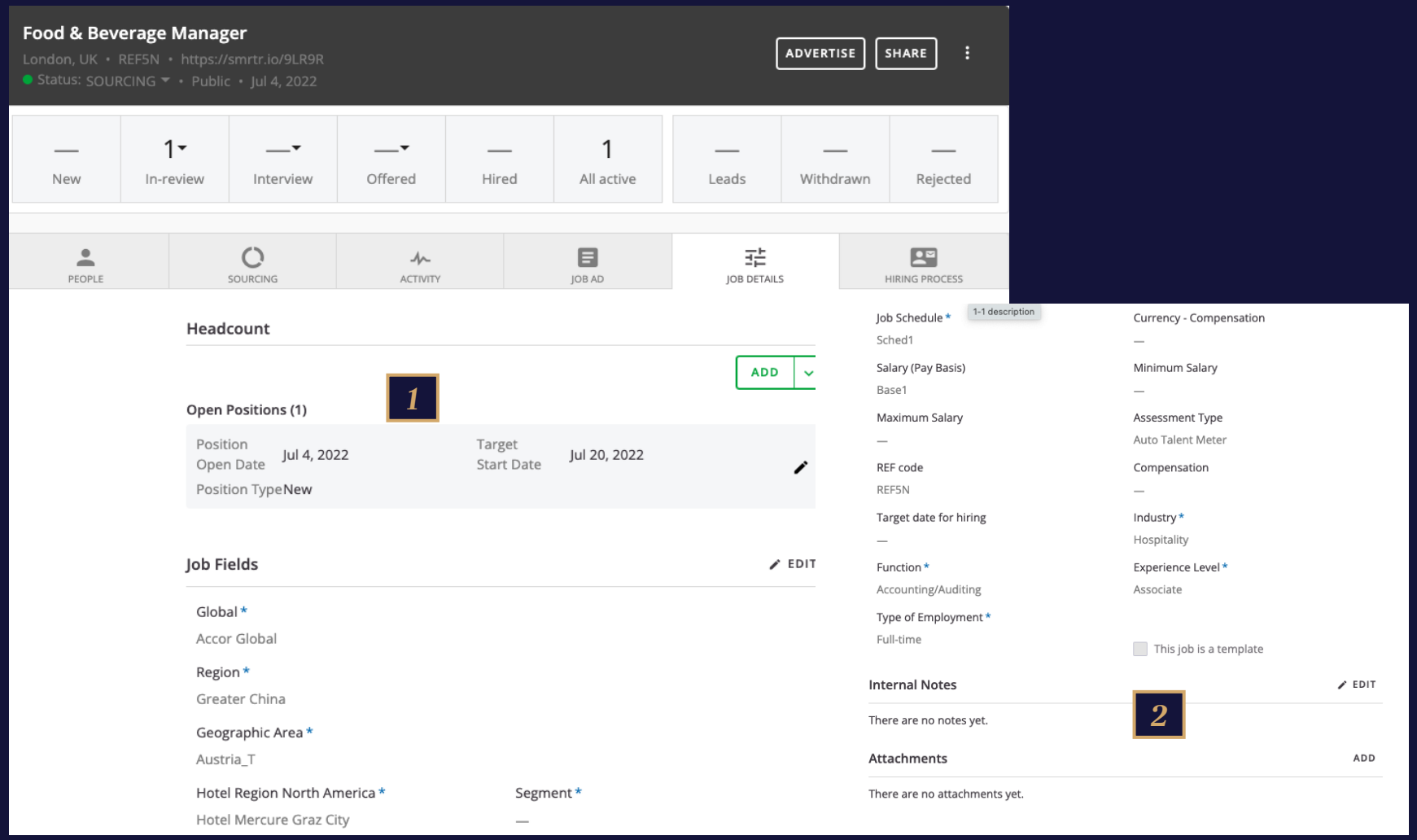
Job Details overview

1

View open positions and pending / approved position approval processes and comments

2

View all job details, including internal notes added by your hiring team



Best Practice:

Iron out all the important data points needed for a job, both for reporting and reference.

Job Management

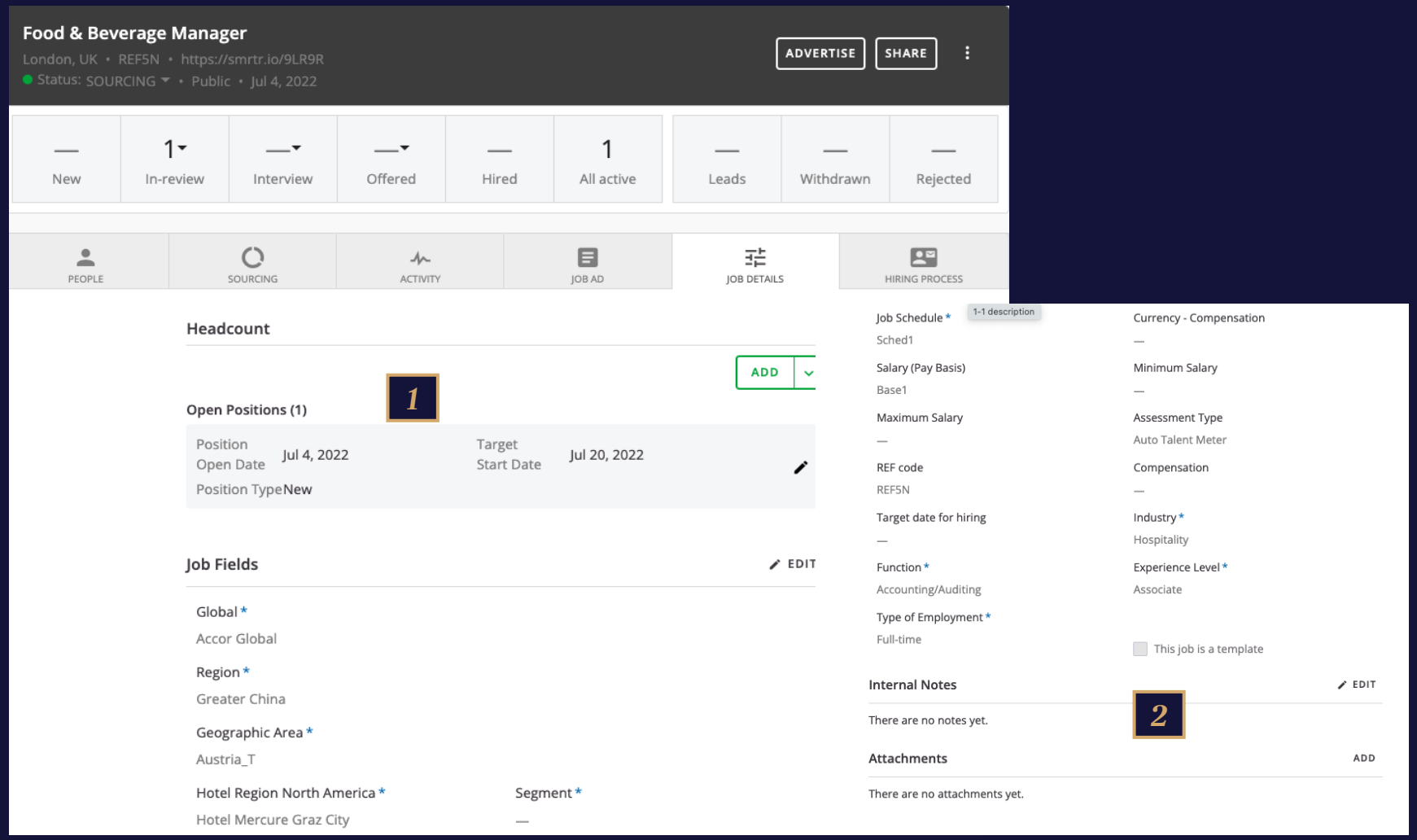
Hiring Process Tab Overview

1

View open, pending and approved positions approval processes and comments

2

View all job details, including internal notes added by your hiring team



Best Practice:

Iron out all the important data points needed for a job, both for reporting and reference.

Job Management

Hiring Process Tab Overview

1

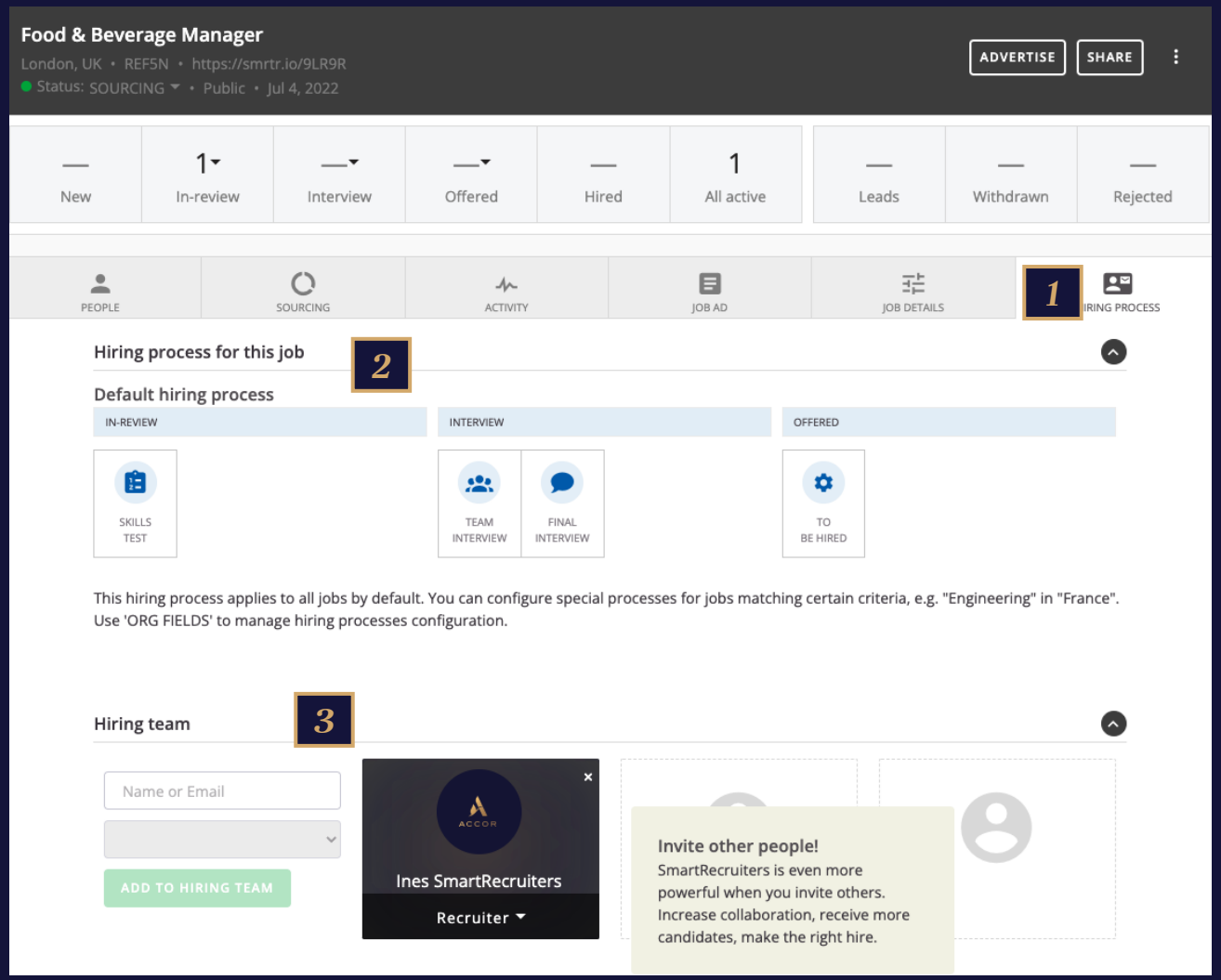
Hiring Process Tab allows you to view the Hiring Team, Hiring Process, and Interview Scorecard.

2

Preview the **hiring process** assigned to this particular job. Hiring Processes may fluctuate depending on the job. Hiring Processes are configured by Admins.

3

Add or edit Hiring Team members associated with this particular job .



Best Practice:

Hiring Teams are important to complete. Collaboration and communication happen here

05

CANDIDATE EXPERIENCE

Let's apply for a job

DEMONSTRATION

The Candidate Experience

Auto Reply

1

Candidates will receive an Auto Reply when they submit their application, that also grants them access to the candidate portal if desired.

Auto Reply are configured by your admin, and get applied based on the job detail values you select when creating your job

Subject

Thank you for your application to [m_job_title] at Accor

Message

Format | B | I | U | Add merge field | Add form

{Other.CompanyLogos1}

Dear [m_applicant_first_name],

We have received your application for the position of [m_job_title] and are currently reviewing your experience and qualifications.

If you would like to review your candidate file, click here.

If your profile corresponds to our requirements, a member of our Talent & Culture Department will contact you soon.

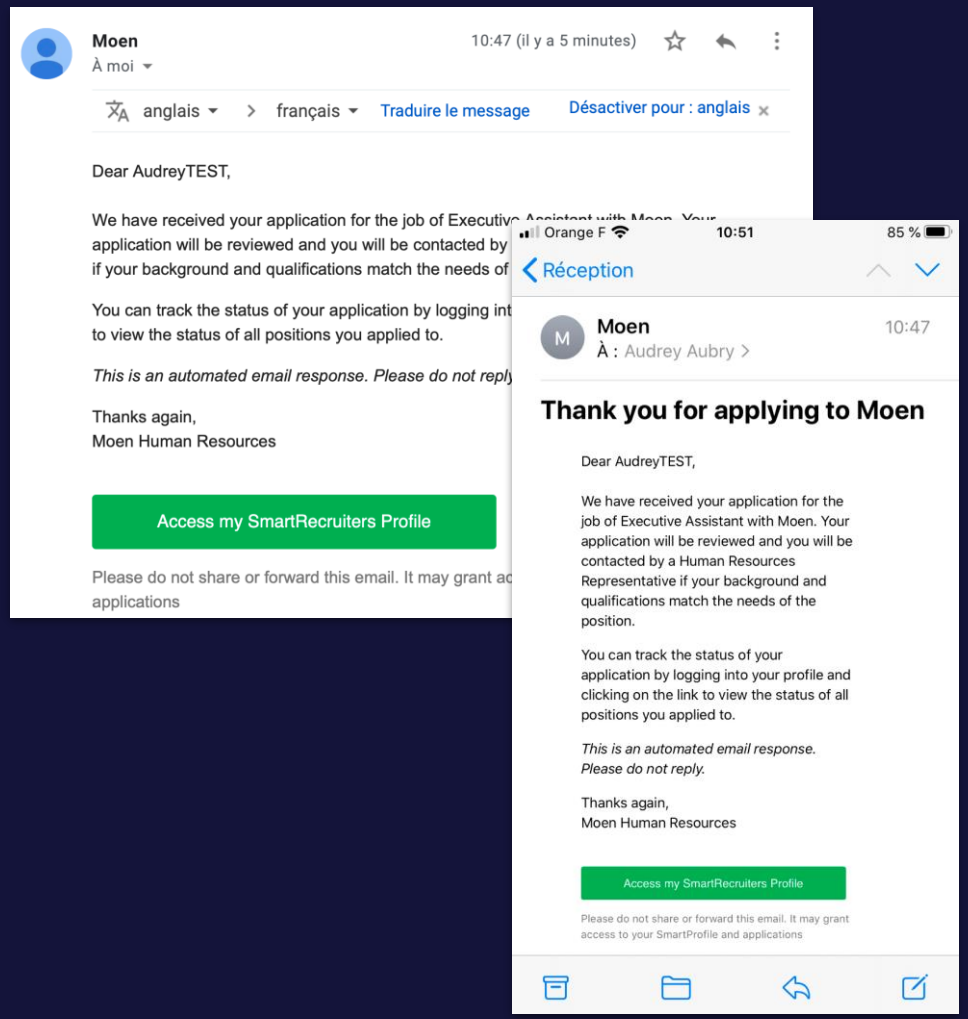
By applying to job opportunities with Accor, your candidate profile is retained in our Talent Pool for 2 years following your last activity date. Being part of our Talent Pool allows your profile to be visible to the Recruiters within your geographic area and they may reach out to you directly for consideration for potential job opportunities. If you do not wish to be part of our Talent Pool, you can request data deletion from our system, as per the GDPR regulation, by sending an e-mail to gdpr@ines-helpdesk.freshdesk.com

We thank you for your interest in [m_company_name].

Best regards,
Talent & Culture Department
[m_company_name]

Replies to this message are undeliverable and will not reach the Talent & Culture Department. Please do not reply.

Example : Test



The Candidate Experience

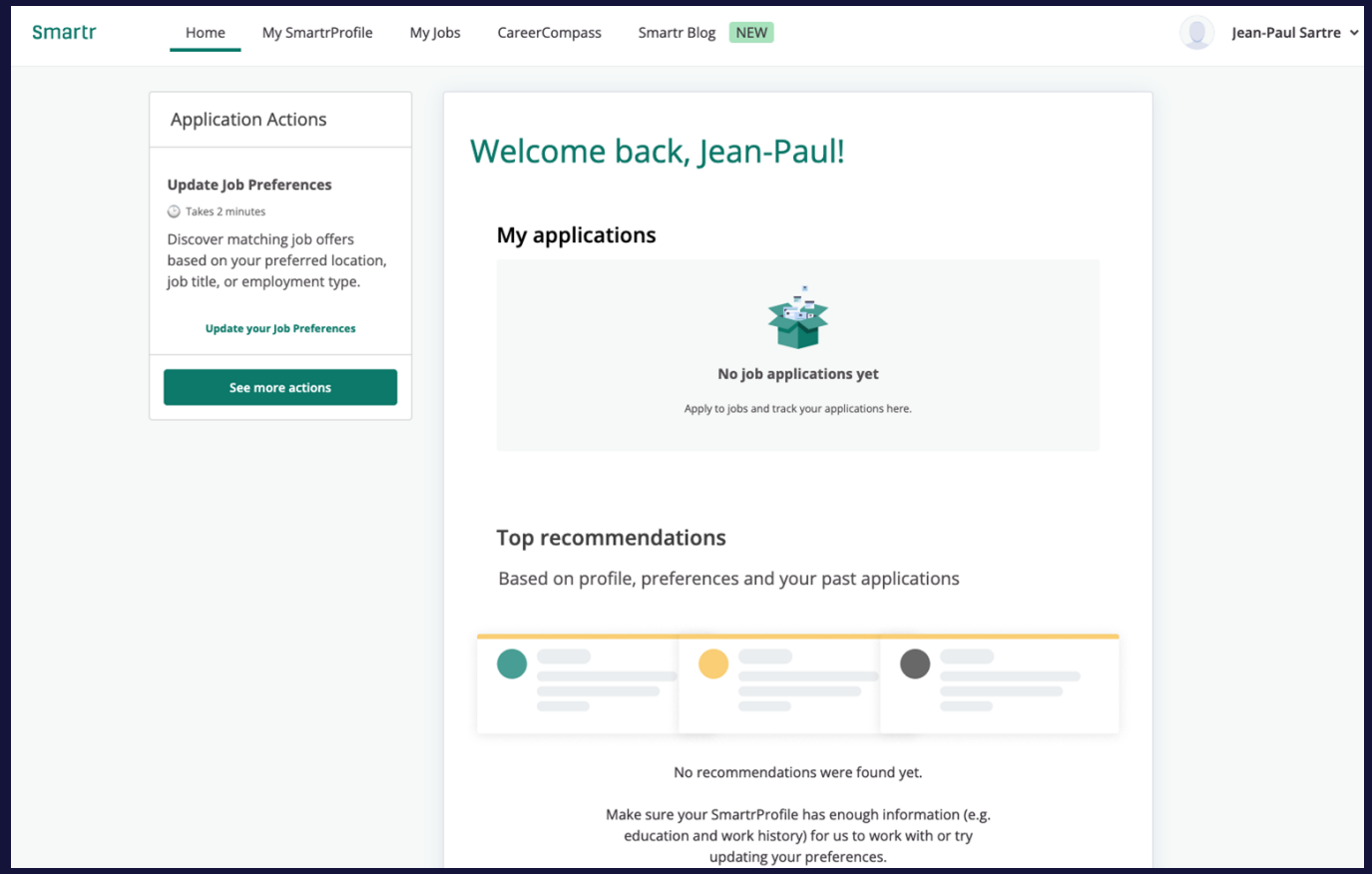
Candidate Portal

Example

1

External applicants can track their application status (high level) through their candidate portal

External candidates can view all email communication, update diversity screening questions, and withdraw their application through their portal



06
CANDIDATE MANAGEMENT

Let's manage candidates

DEMONSTRATION

Candidate Management

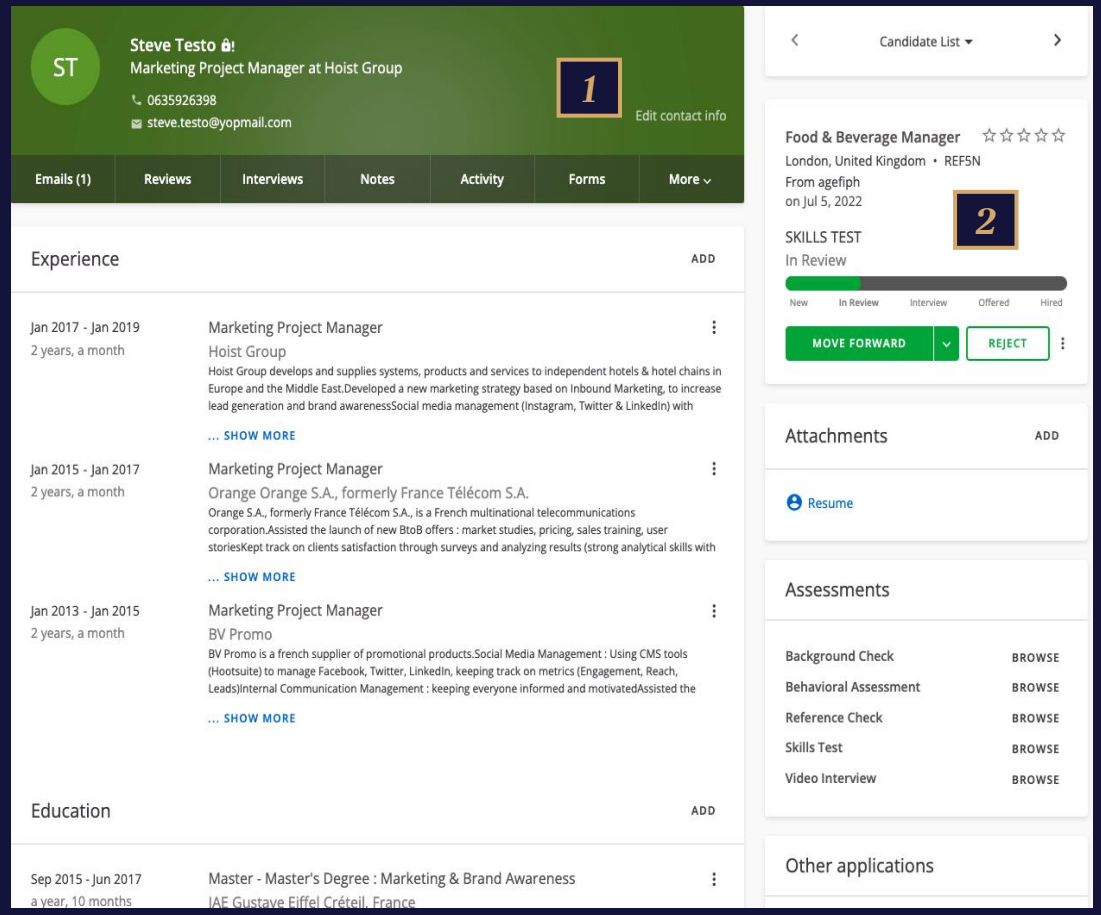
Candidate Profile

1

View the candidate's personal information and access the social profile they applied with. You can change their contact details if necessary.

2

View the candidate's source, the date of their application and the average of the ratings assigned to them.
The arrow takes you to the next candidate on your list or selection of candidates.



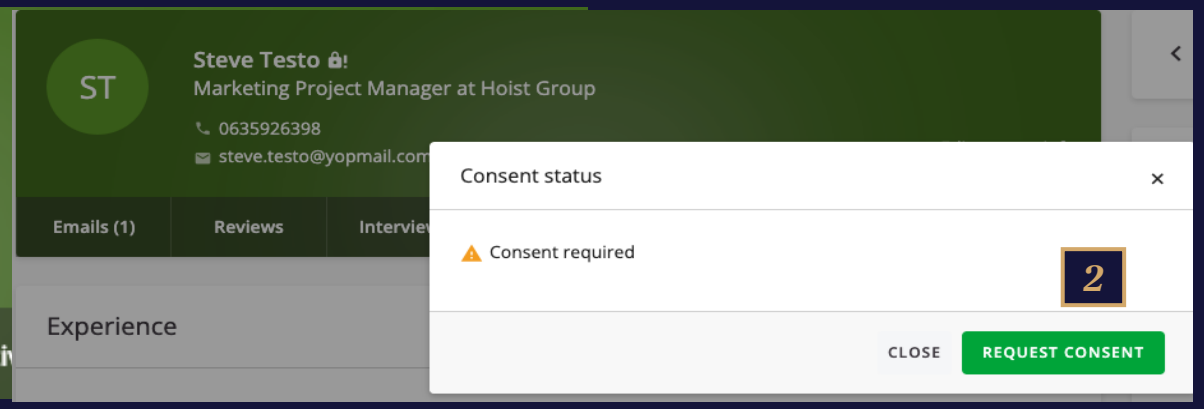
Main Points:

All information as it relates to a candidate - from basic to detailed, including assessment results, attachments, offer letters, etc. Information is either fed in manually or parsed from a resume.

- ***Emails:*** *Where you communicate with the candidate*
- ***Reviews:*** *Where you review a candidate. If interview scorecards are assigned, they'll appear here as well for review*
- ***Interview:*** *Where you schedule interviews*
- ***Notes:*** *Internal communications with hiring team members and notes about the candidates*
- ***Activity:*** *Candidate activity in chronological order*
- ***Offer:*** *Where offer approvals are captured, as well as offer letters generated and sent to the candidate*
- ***More:*** *Where you can review screening questions, or hire a candidate*

Candidate Management

Request Consent



1

Under the candidate's profile, select the "padlock" next to the candidate's name, this action will allow you to ask the candidate's consent to be present in our database in accordance with GDPR standards.

Main Points:

It is very important to ensure that candidates applying for your job offers have given their consent to be present in the database in accordance with GDPR standards. Without this consent, the candidate's profile will be deleted in 30 days.

2

Click on "Request consent", the candidate will receive an email asking for their agreement.

Candidate Management

Request Consent

1

The status of the consent request remains pending until the candidate gives us approval.

2

Once the candidate's consent has been given, a "validated" check mark appears on the lock

Candidate Management

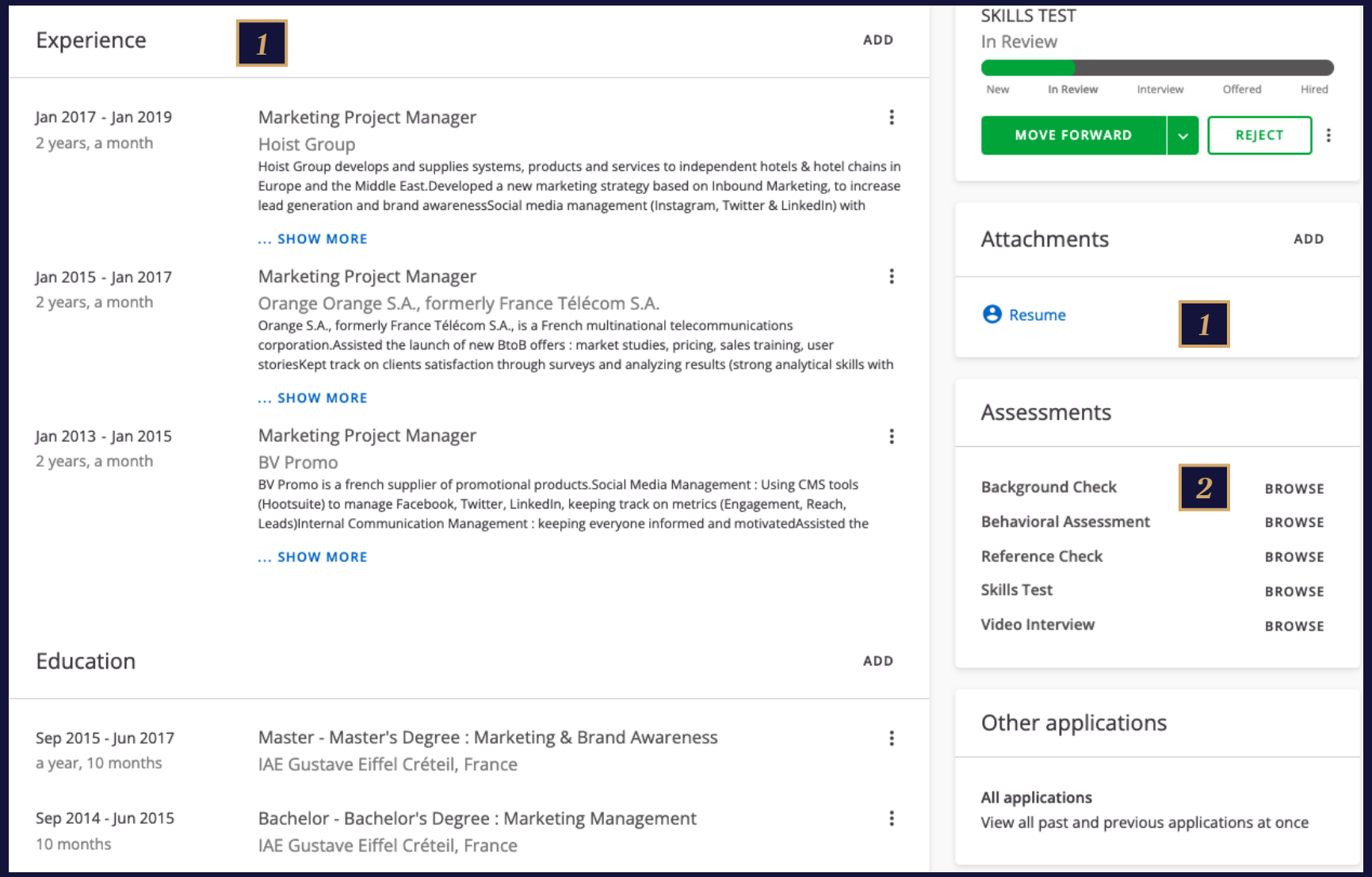
Candidate Profile

1

The CV information is collected within the profile (CV parsing).
The CV is attached and can be downloaded.
Attachments sent by the candidate in response to a message sent from SmartRecruiters will also be attached here.

2

Depending on the hiring process and selection in the organizational field of the job, the access and result of assesments will be visible in this section . (Talent Meter – Auto or manual and SHL)
View high-level status of assessments.



Candidate Management

Candidate Profile - Candidate's progression throughout the process

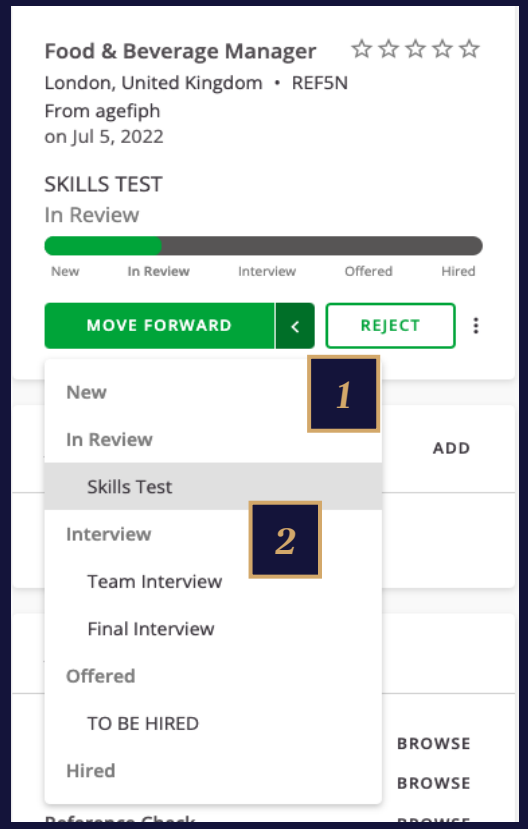
1

Your hiring process is reflected through a list of sub-statuses that you can assign to your candidate at any time to track their progress.

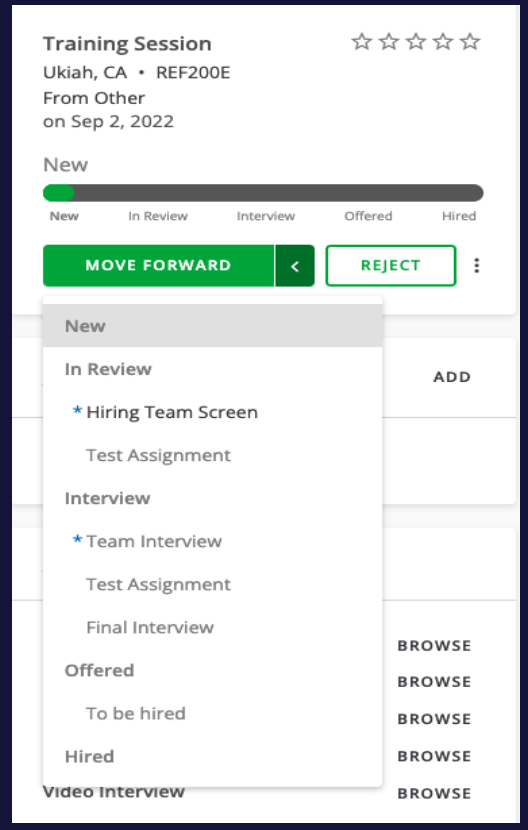
2

The main stages "In review", "Interview", "Offered" and "Hired" are assigned automatically according to the actions you carry out on the candidate's profile.

Default hiring process



Manual Assesment – Talent Meter Hiring process or Auto assesment



Candidate Management

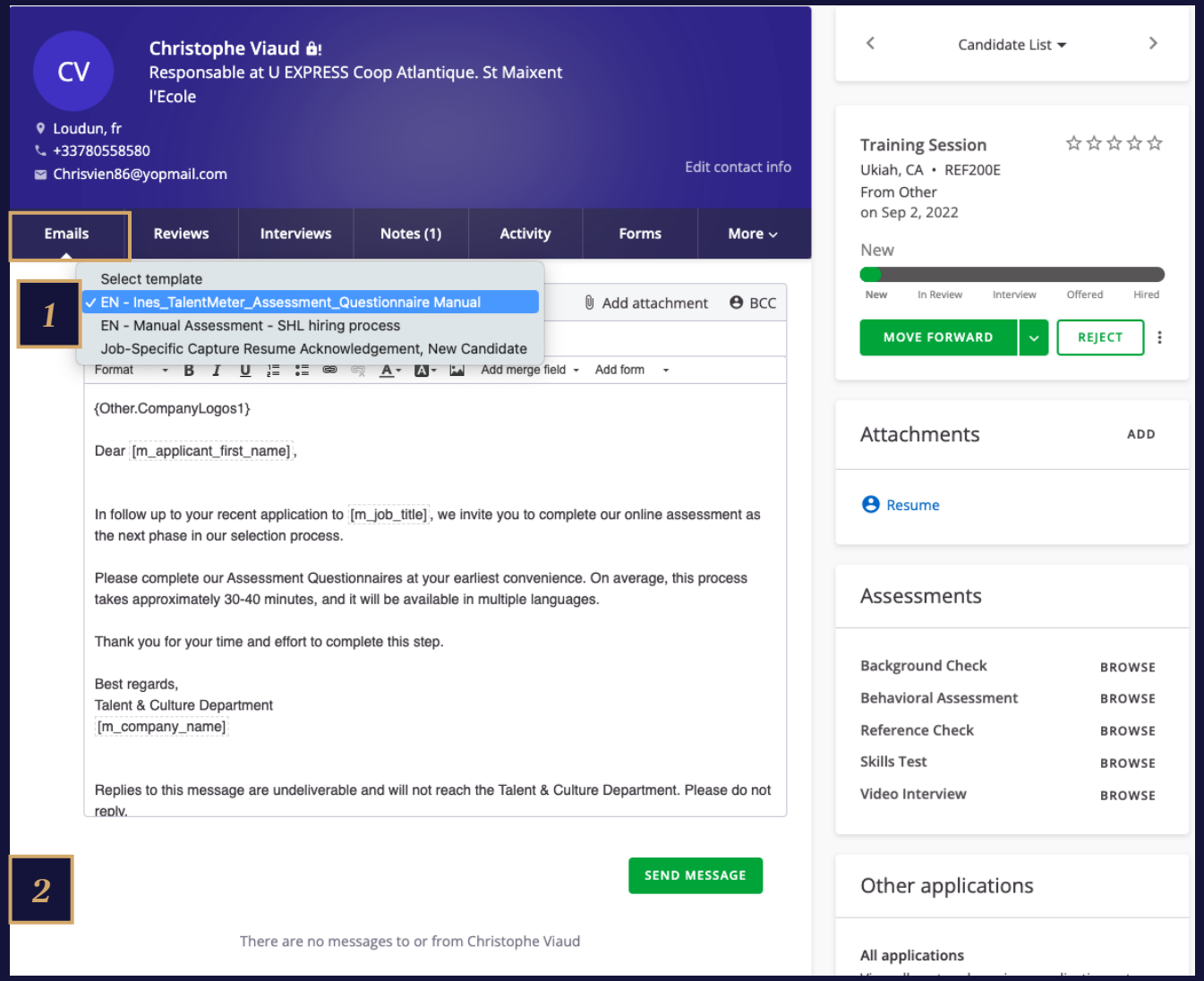
Candidate Profile – Send emails to candidates

1

Use personalized email templates to quickly get in touch with your candidates.
Merge fields make it easier to retrieve candidates or job data at the time of sending. You can edit the message, add blind copy recipients, and attach documents when sending.

2

The candidate's responses will be received in your inbox and synchronized in the SmartRecruiters candidate profile for easy access to your history of exchanges.



Best Practice:

- *All general communication with the candidate is to be completed via the emails tab.*
- *Emails can only be sent to the candidate via this tab*
- *Use a template or free text*
- *Multiple formatting options are available.*
- *You can add attachments and Bcc your colleagues on the communication.*

Candidate Management

Candidate Profile – Review

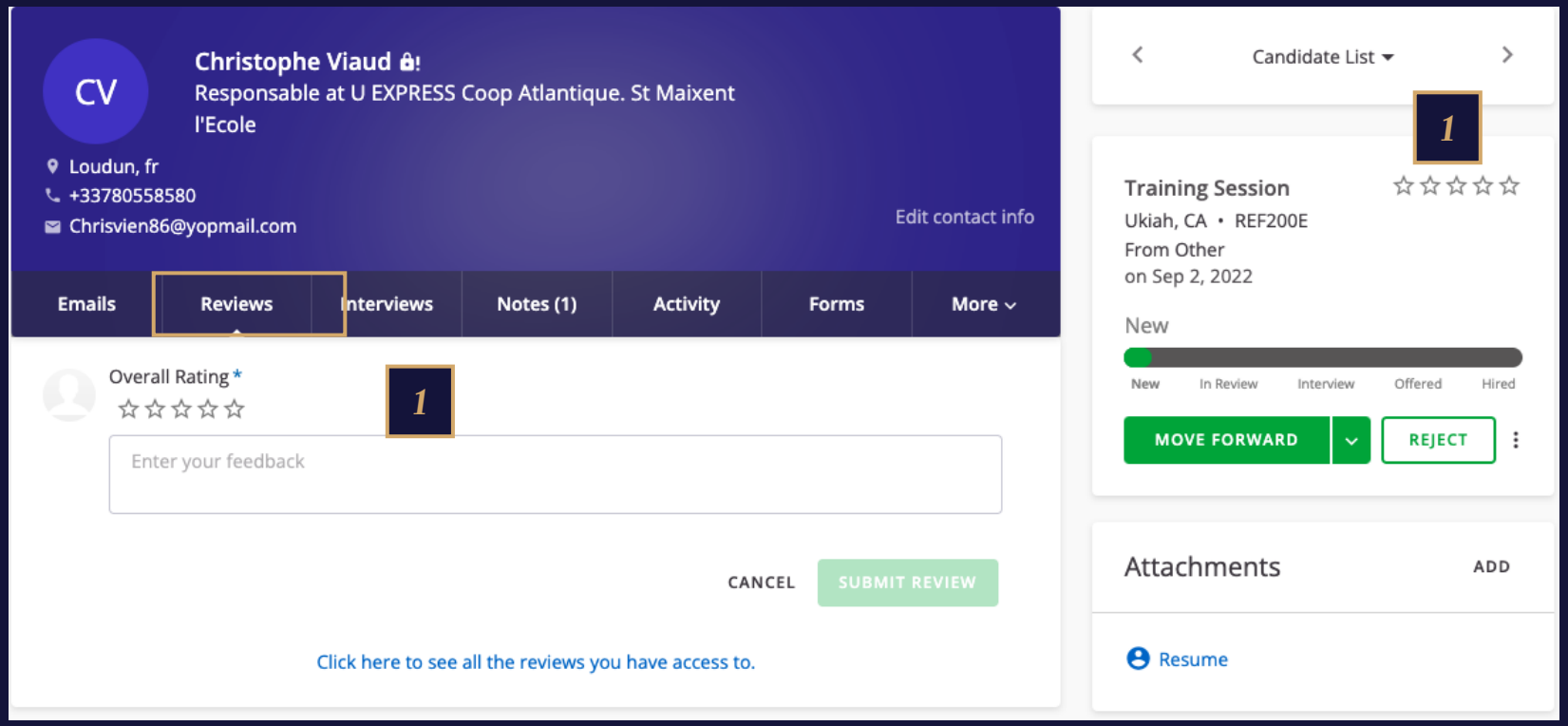
1

Capture an overall rating, leaving detail as to why you selected the rating you did.

Main Points:

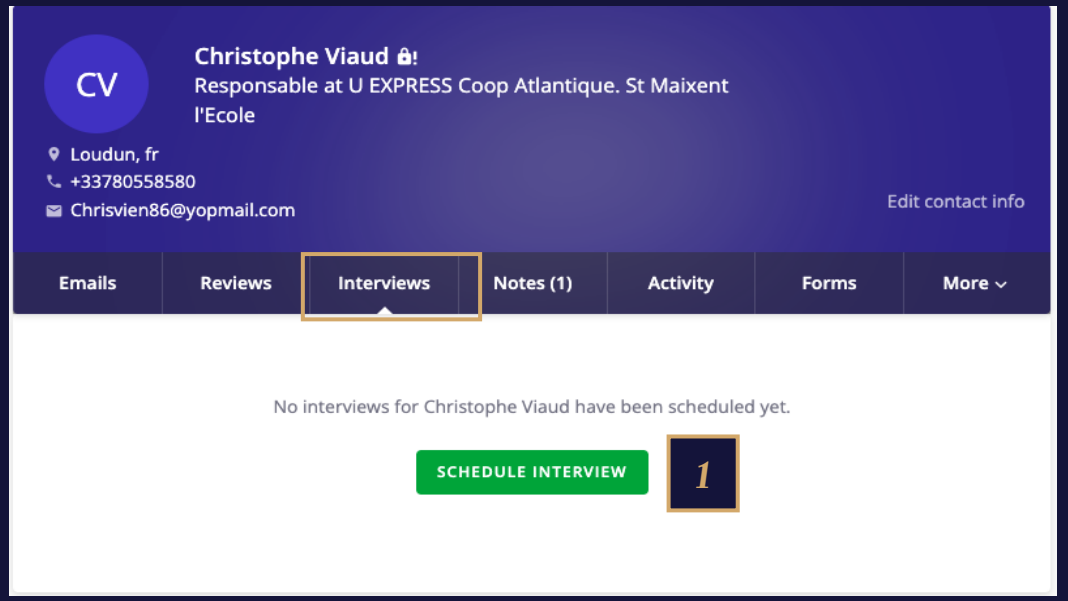
Rating system:

1 ★ Definitely not
2 ★ No
3 ★ Maybe
4 ★ Yes
5 ★ Strong yes



Candidate Management

Candidate Profile – Schedule an Interview



1

Schedule a new interview

2

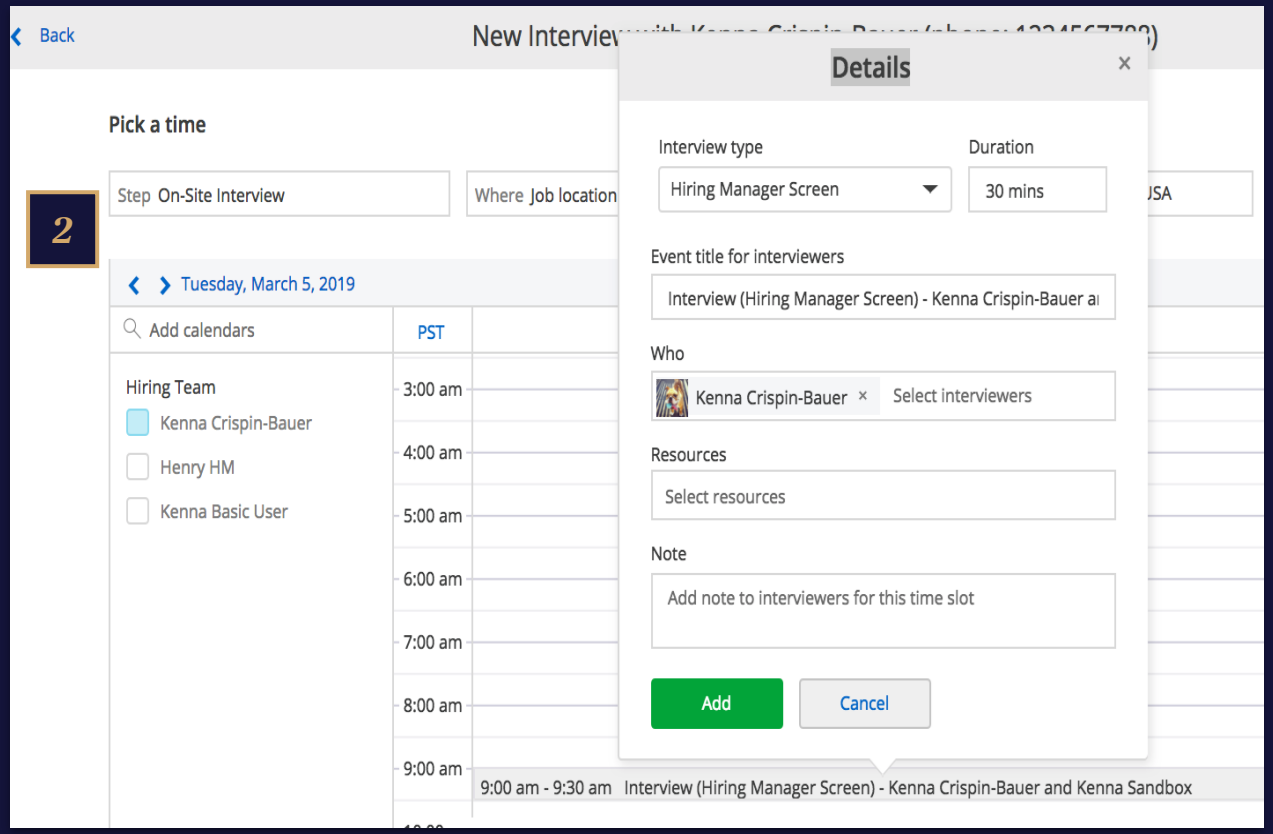
Select a time slot.

3

Select which team members to invite or add new interviewers, then check their availability.

4

Select the type of interview, its duration, its title, modify the interviewers, add a meeting room and, if necessary, an internal comment.



Candidate Management

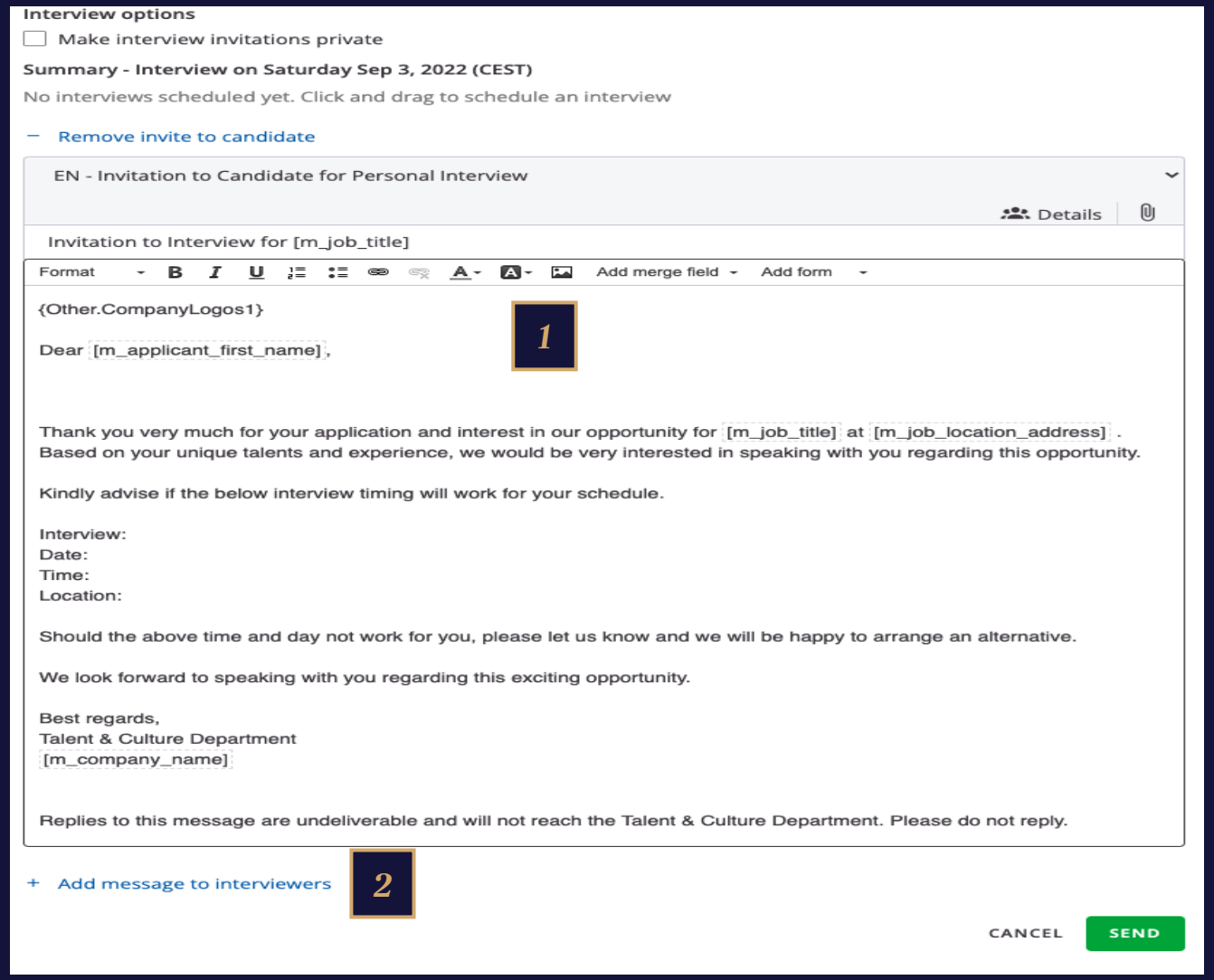
Candidate Profile – Schedule an Interview

1

You can customize your interview confirmation emails thanks to pre-configured templates.

2

You can add a message for interviewers.



Candidate Management

Candidate Profile – Modify or cancel an Interview

1

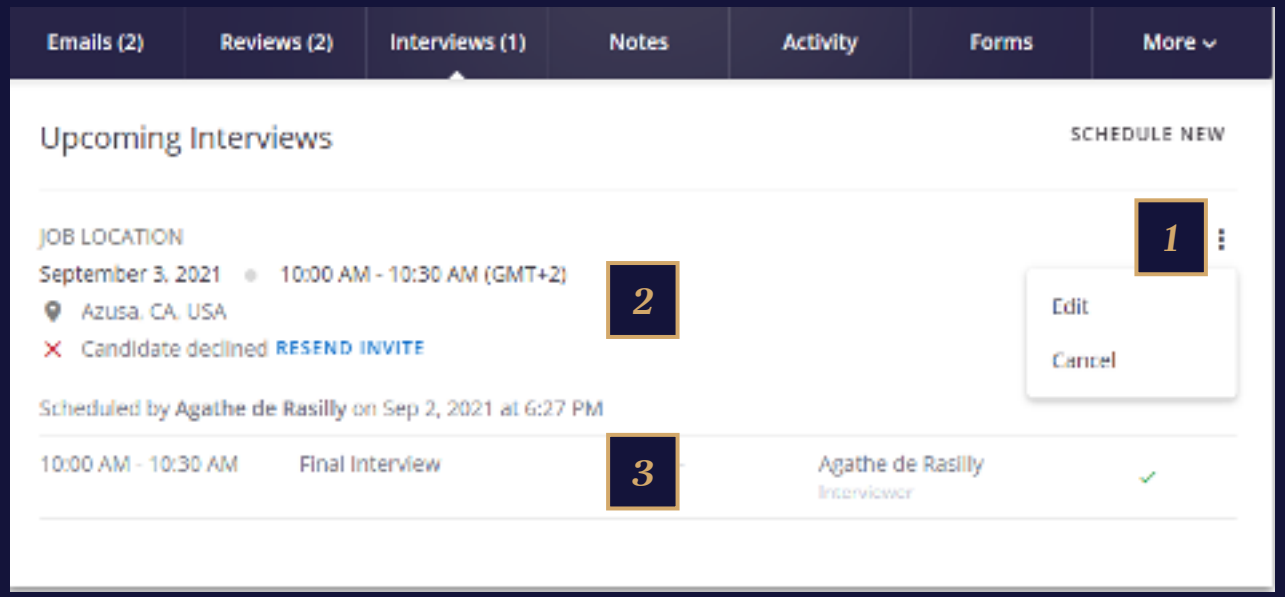
Modify, Cancel or Schedule a new interview

2

Check the status of invitations and resend them if necessary

3

View information from previous interviews



Candidate Management

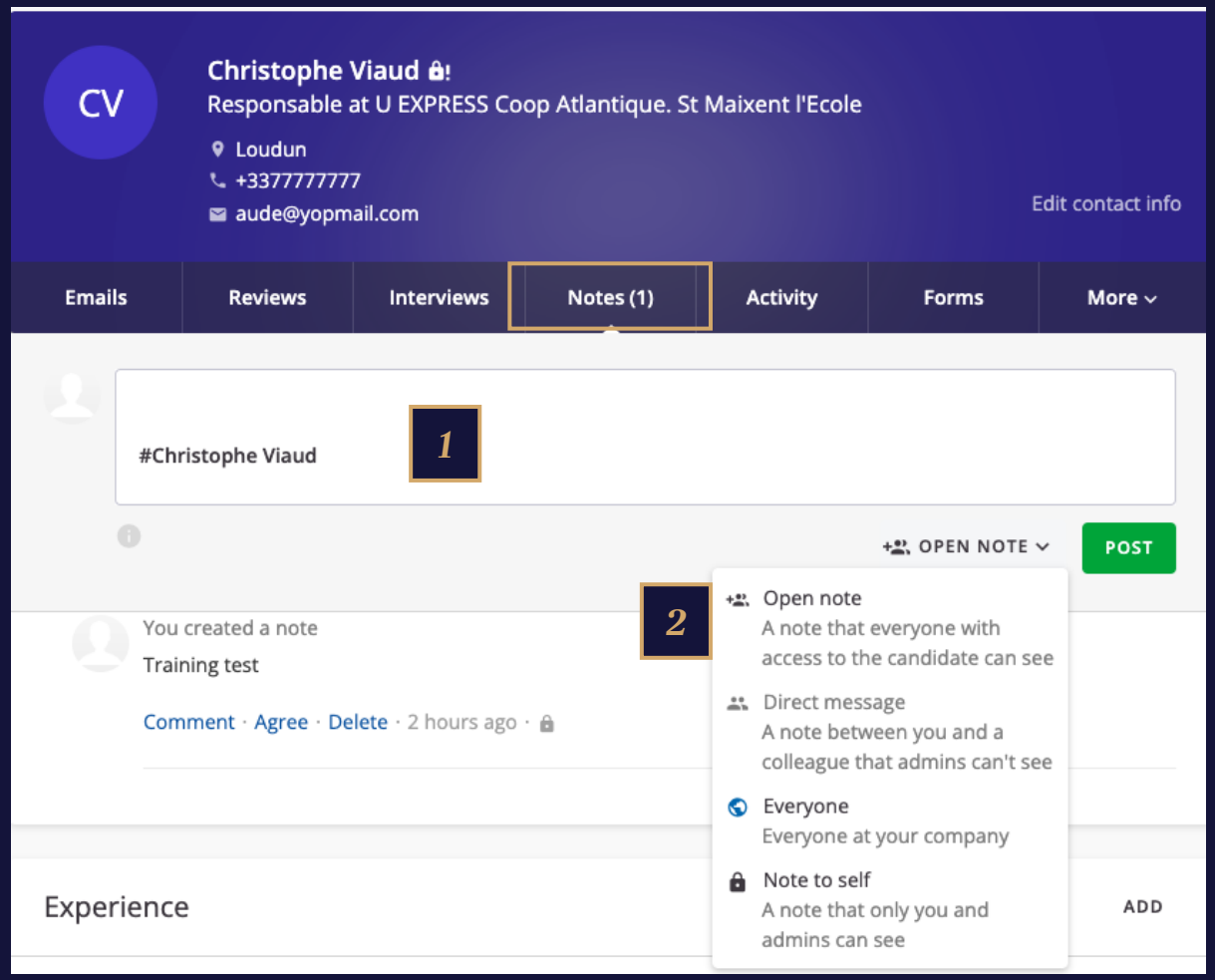
Candidate Profile – Share about a candidate

1

Enter your notes quickly, share the candidate profile with your colleagues or ask a colleague to rate the candidate using @mentions and #hashtags.

2

Choose the type of note you want to post

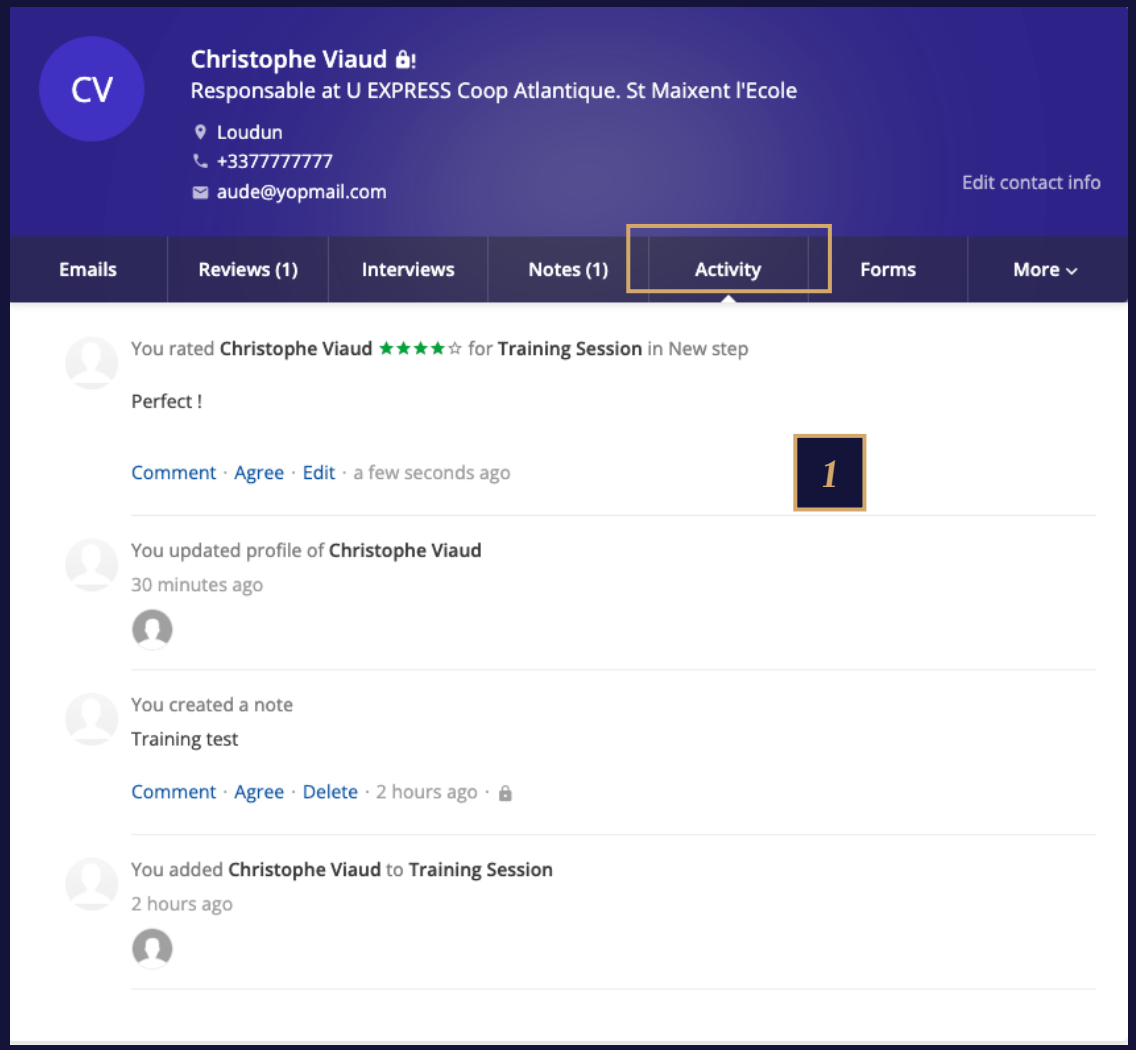


Candidate Management

Candidate Profile – Fill out the interview scorecard

1

View the history of exchanges and evaluations on this candidate.

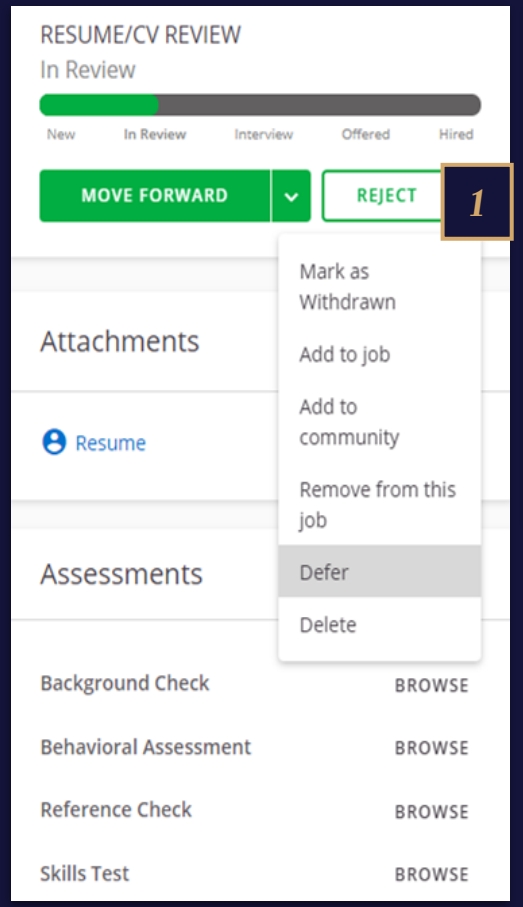


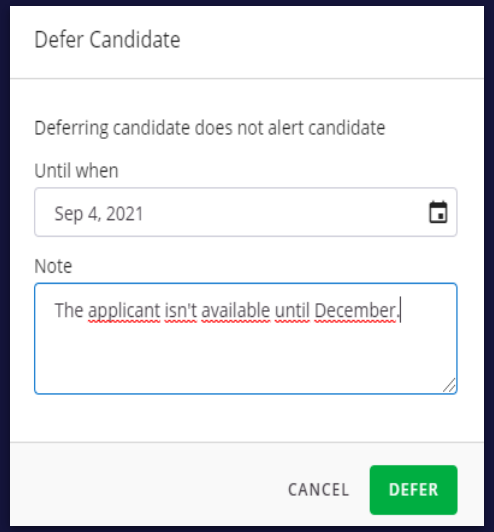
Candidate Management

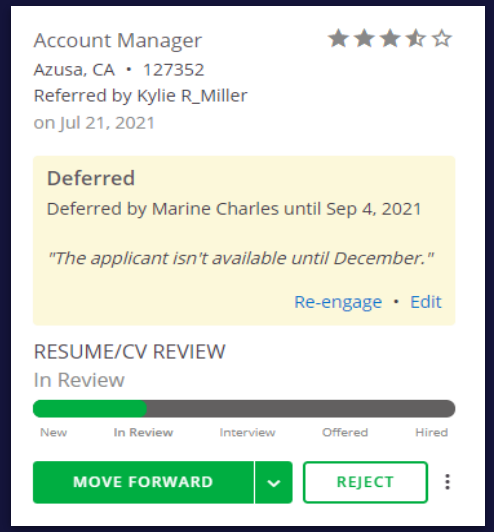
Candidate Profile – Differ

1

Select Defer from the ellipses. Select a date for when to be reminded to re-engage the candidate, and a note that is visible to users with access to this candidate.







Main Points:

- *Once deferred, SmartRrecruiters adds the event to the Notes tab of the candidate's profile and to Hireloop so that the whole team knows this candidate had been deferred; why; and for how long.*
- *Deferred candidates are also clearly marked in the People page's list and on the Applicant list (of the job).*

Candidate Management

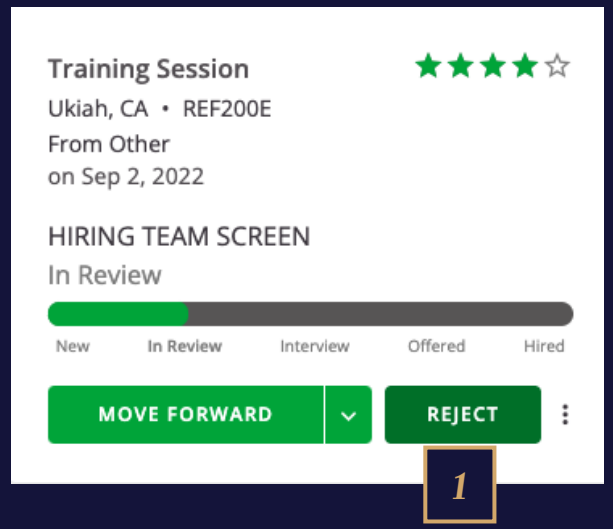
Candidate Profile – Reject a candidate

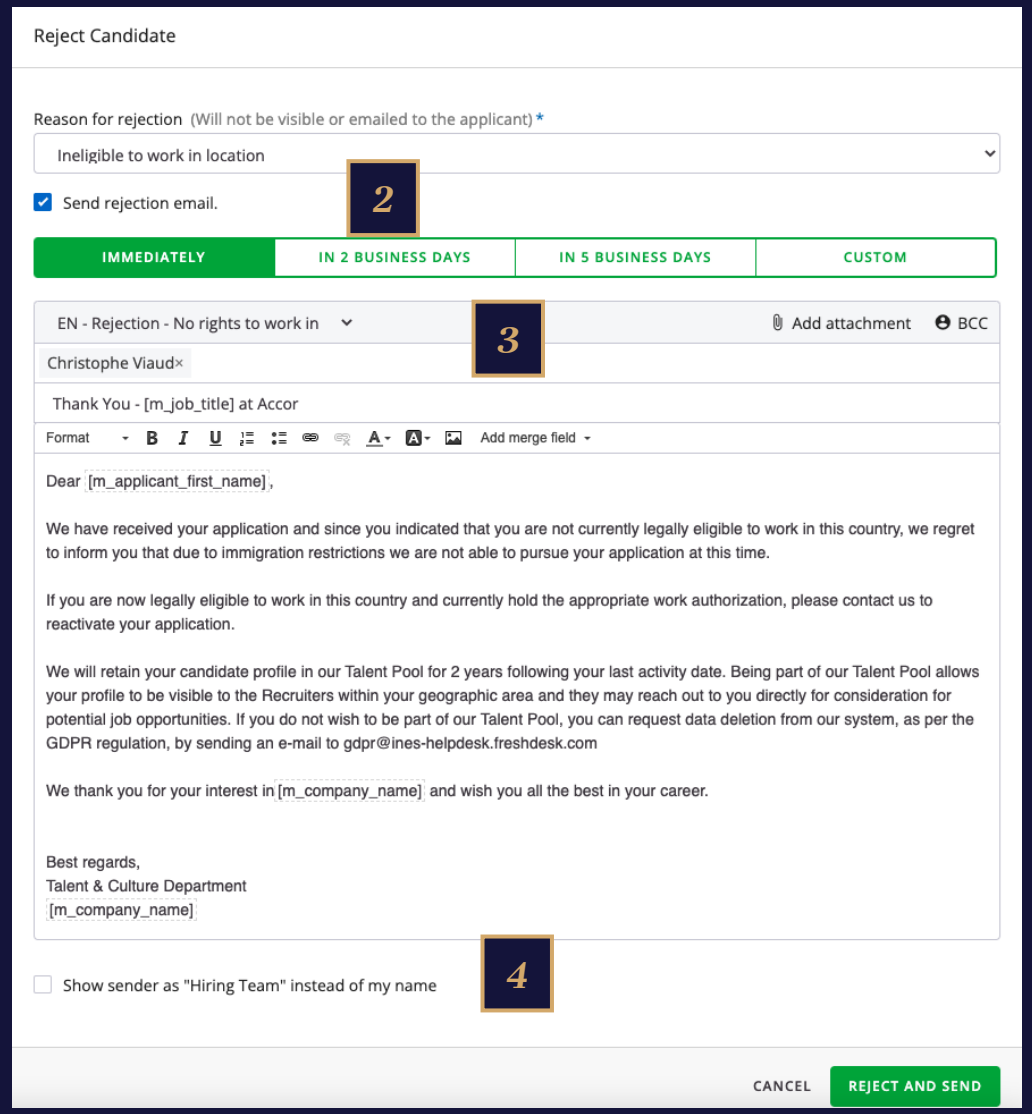
1
Reject a candidate

2
Choose the deadline for sending the email

3
Choose the rejection email template

3
Choose if you want to display “Hiring team” in signature





Candidate Management

Candidate Profile – Mark as withdrawn

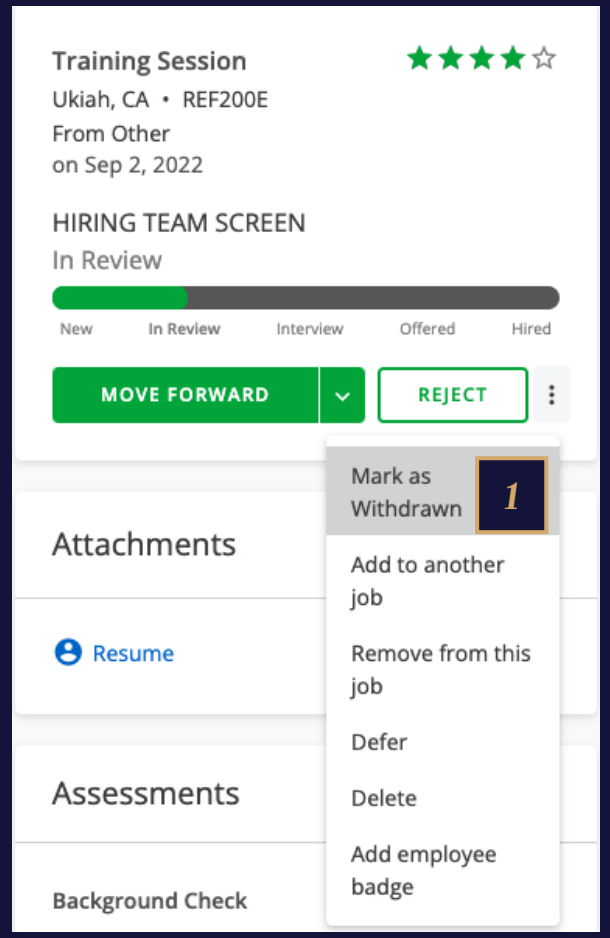
1
Mark as Withdrawn

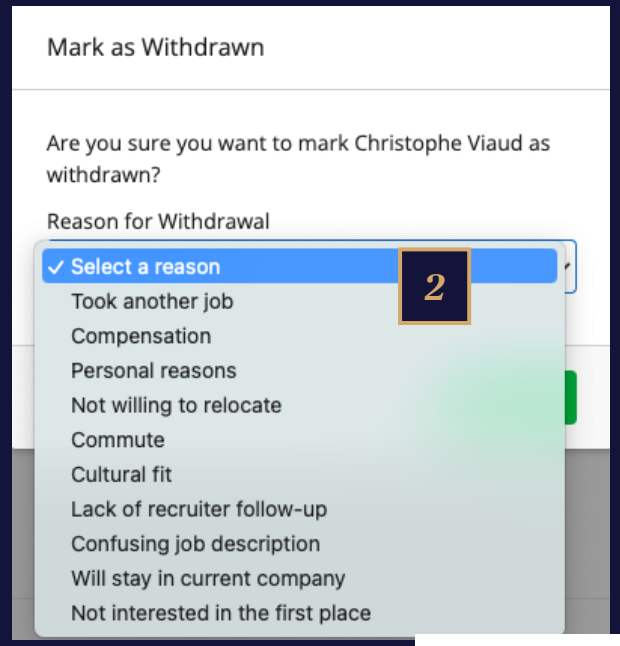
2
Select a reason for Withdrawal

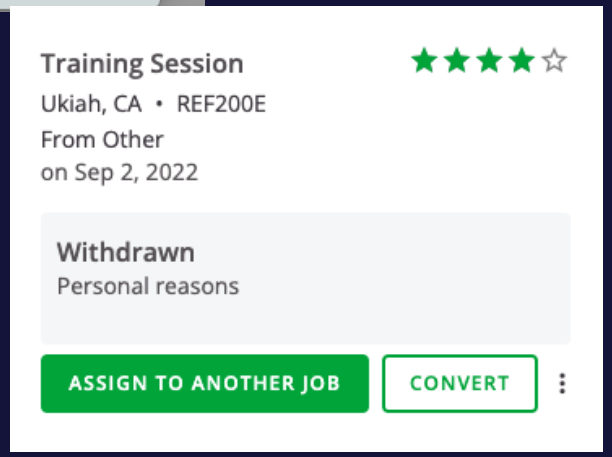
Best Practice:

- It is best practice to always disposition candidates when closing a requisition. Rejecting a candidate typically means they were not a fit for the position by the company's decision, whereas candidate withdrawn typically means the candidate withdrew their application.

- A candidate can choose to mark themselves as withdrawn via the candidate portal, or if they tell you that they are no longer interested you can manually mark them as withdrawn with the correct reason.





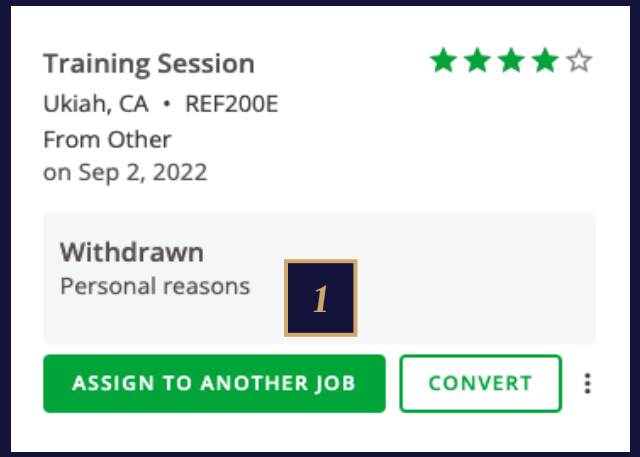


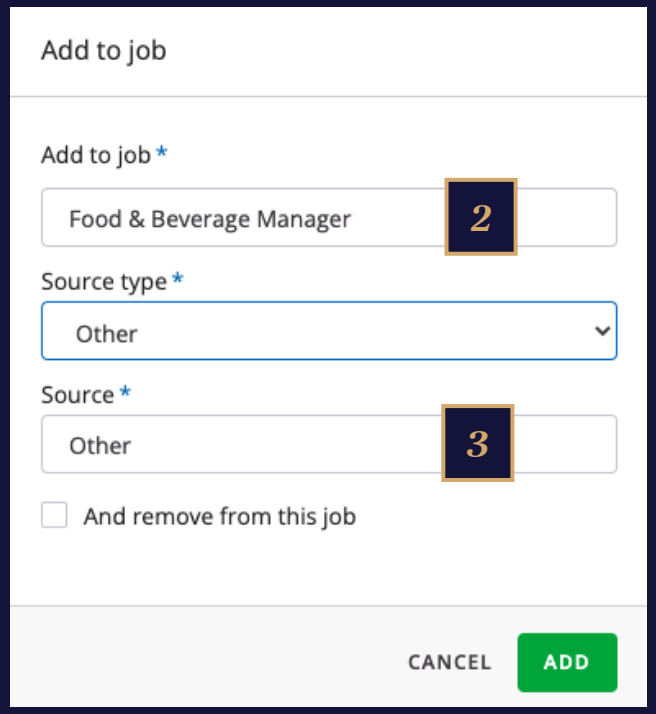
Candidate Management

Candidate Profile – Assign to another job

1

You just rejected a candidate but you might want to assign them to one of your pools or to another open job. The **"Assign to another job"** button allows you to cut and paste the application. The candidate will then appear as new.





2

Select the position to which the candidate should be assigned

3

Select the position to which the candidate should be assigned

Candidate Management

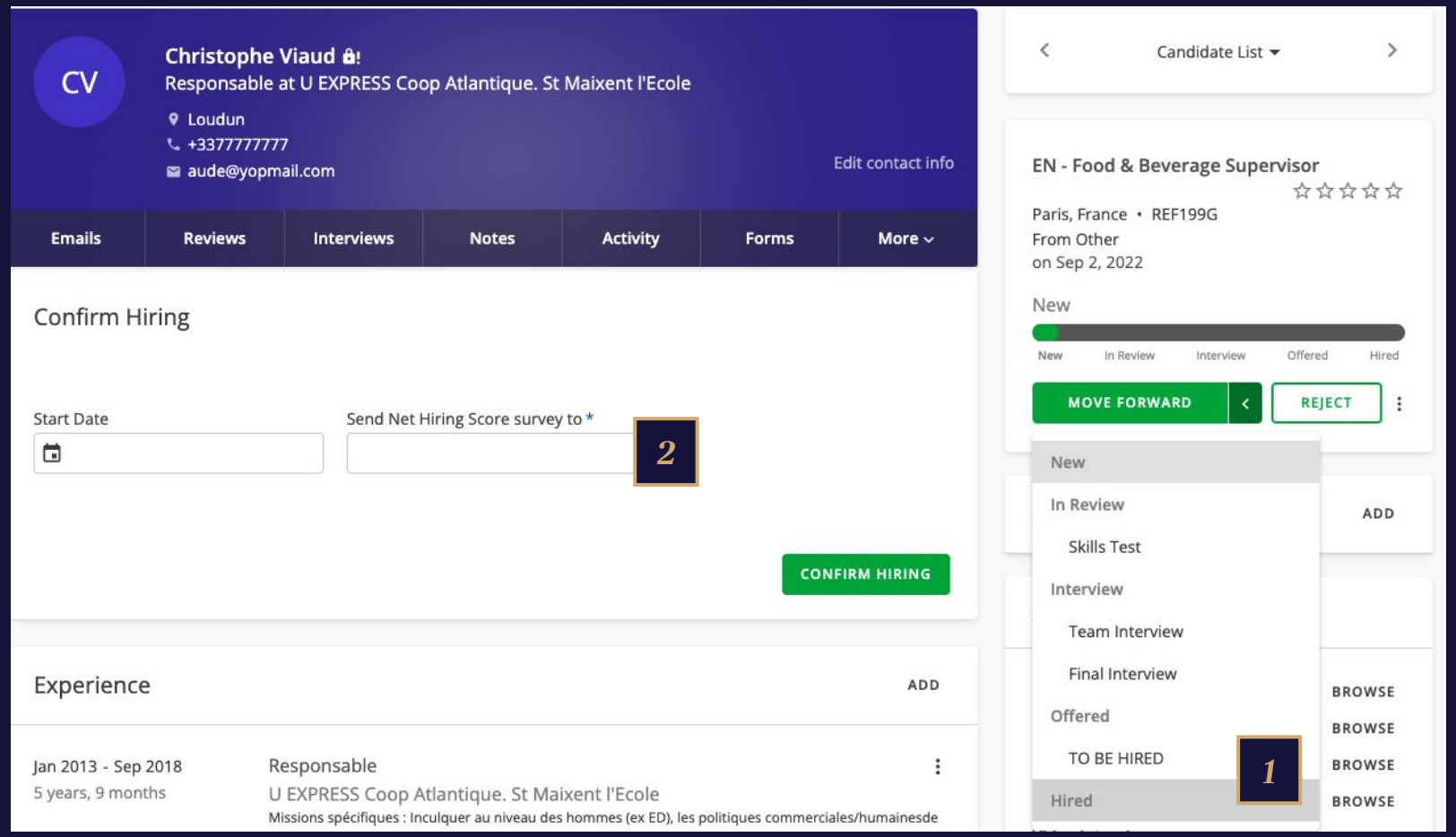
Candidate Profile – Hire a candidate

1

Complete the Hire Form and upon confirming the hire the candidate's status will change to hired.

2

The Net Hiring Score is an evaluation grid for the hiring process, it is sent to the hired candidate and the manager 90 days after the starting date.

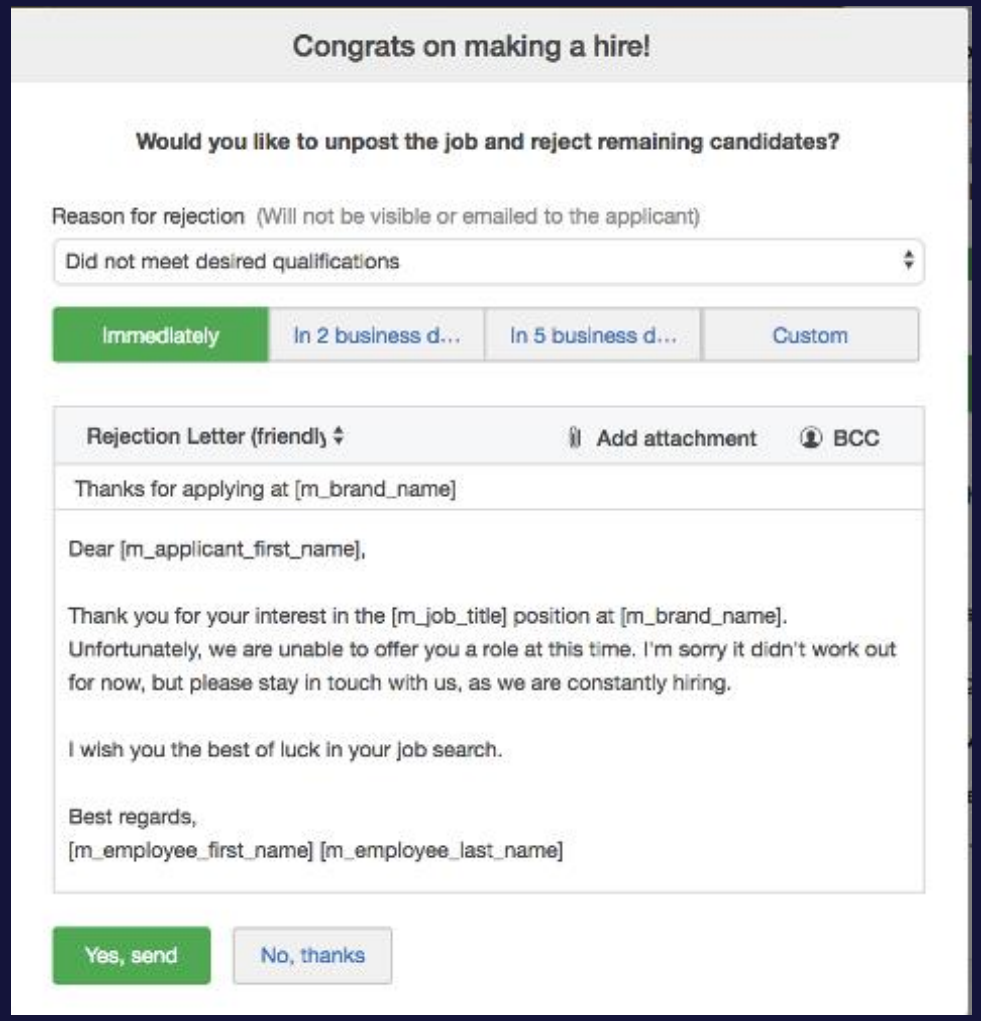


Candidate Management

Candidate Profile – Automated Job Closing

Best Practice:

When no more open positions remain on the job, SmartRrecruiters will ask you if you'd like to unpublish the job and reject all remaining candidates.
This is a recommendation but not mandatory. Close out real time to ensure quality Analytics



Knowledge Check

KEY TRAINING POINTS TO REMEMBER

When a job is closed, all applications must be closed, so that the 2-year data retention period can begin.

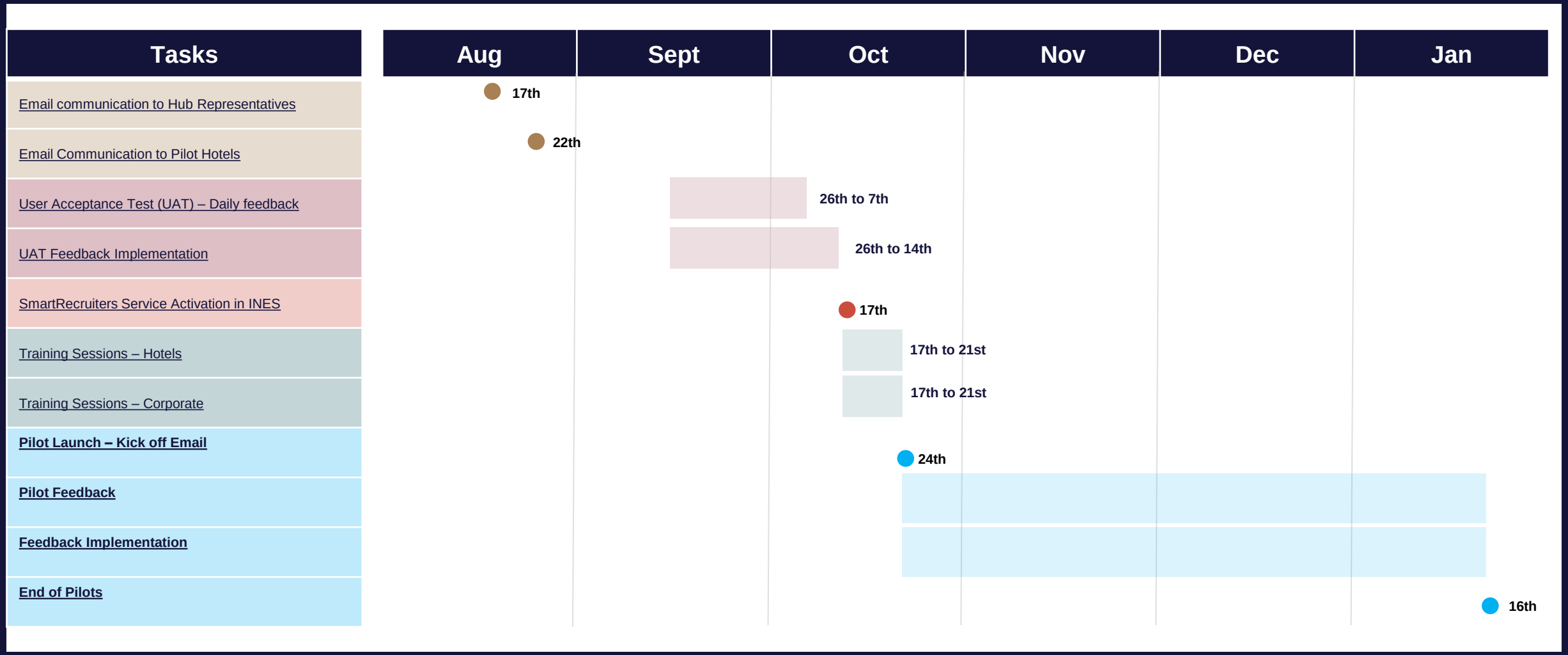
When the recruiter fills the application, a consent request must be sent. If the candidate does not accept it within 30 days, their data is deleted from the system.

For the sake of traceability and collaboration, communications to candidates should be carried out via the tool as much as possible.

Do you have any questions?

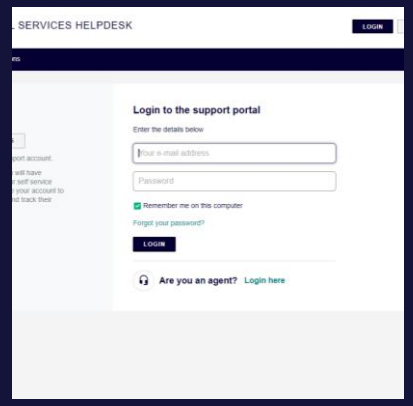
07
CONCLUSION

Next Steps after our training session:



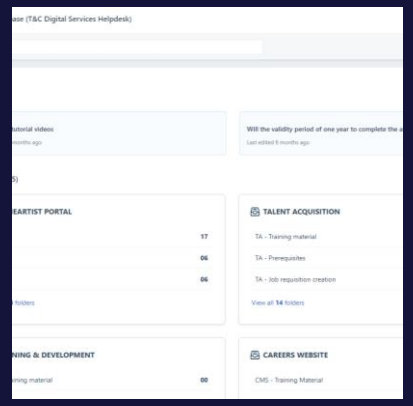
Access to the support

Training Materials & FAQ



CUSTOMER CARE PLATFORM

Ticketing process on Freshdesk to raise bugs and enhancement requests



Frequently Asked Questions

Available on Freshdesk

SUPPORT MATERIALS

Available on Customer Care platform Freshdesk:

- Training sessions
- Memo Cards
- Mobile App guide

Access to the support

One link, several points of access

On the Heartist Portal:

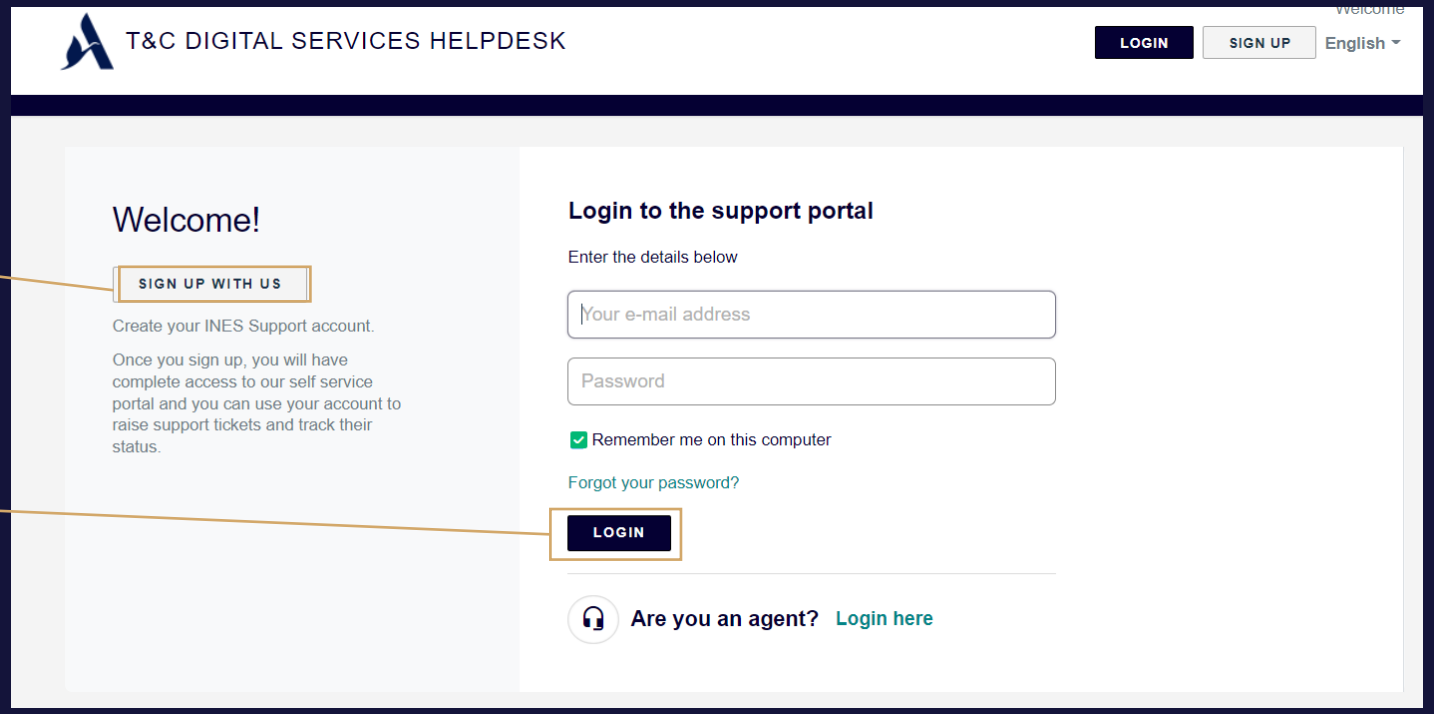
Access to the support

One link, several points of access

If you need to raise a bug or a suggested improvement on the solution, please connect on Freshdesk by opening a new ticket

User needs to sign-up if they don't have an account.

Or sign-in if they have already an account.



Thank You!

ACCOR

RAFFLES \ ORIENT EXPRESS \ BANYAN TREE \ DELANO \ SOFITEL LEGEND \ FAIRMONT \ SLS \ SO \ SOFITEL \ RIXOS
ONEFINESTAY \ MANTIS \ MGALLERY \ 21C \ ART SERIES \ MONDRIAN \ PULLMAN \ SWISSÔTEL \ ANGSANA \ 25HOURS HOTELS
HYDE \ MÖVENPICK \ GRAND MERCURE \ PEPPERS \ THE SEBEL \ MANTRA \ NOVOTEL \ MERCURE \ ADAGIO
MAMA SHELTER \ TRIBE \ BREAKFREE \ IBIS \ IBIS STYLES \ IBIS BUDGET \ JO&JOE \ HOTELF1