

NAME: DAN COVACIU

STUDENT NR: 2317400

MODULE TITLE: PERSONEL
RESOURCING AND
DEVELOPMENT

MODULE CODE: BMIH4010

LECTURER: NATALIE
BRAILSFORD



The employee lifecycle of Marriott Hotel

(Marriott.com, 2025)



Introduction

I'm going to present the lifecycle of Marriott Hotel. This will include:

- Attraction
- Recruitment
- Onboarding
- Development
- Retention
- Separation

Attraction

Benefits

Marriott offer generous hotel and food discounts at thousands of global properties, encouraging you to explore the world. Additionally, Marriott provide a comprehensive and competitive benefits program to our associates, ensuring a fulfilling travel experience.

A 20% discount for food beverage

Discount card (cinema, restaurant)

(Marriott International, 2017)



Development Opportunities

Marriott supports a career that develops alongside you. Also think that broader experiences tend to be more enriching. To assist you to reach your goals, provide training, coaching, and professional development.

Recognition

Marriott values success, commitment, leadership, exceptional service, and rewards long service with bonuses and recognition for hard work.

Globally recognition brand

(Marriott International, 2017)



Recruitment

One of the biggest hotel chains in the world, Marriott International, has a thorough recruitment procedure to choose the top candidates for their company. The firm, which operates more than 7,400 hotels in 135 countries and territories, is very careful to select employees who share their values and can enhance their well-known customer service.

Marriott International uses a multi-stage recruiting process from initial applications to final interviews to evaluate individuals' abilities, backgrounds, and cultural fit.

Online Application

Online applications are usually the first step in the recruiting process at Marriott International you can use job platform such as indeed and linkedIn. On the company's careers website, potential employees may look for available openings by department, job type, or region. Candidates must send their CV, cover letter, and any further required papers through the online application.

In-Person Interviews

Candidates that pass the online application can be asked to come in for an in-person interview at one of Marriott International's sites. A panel or a single recruiting manager may conduct these interviews. The business frequently use behaviour-based questioning, asking applicants to provide concrete instances of how they have displayed critical skills needed for the position. The degree and complexity of the role will determine how many interviews are required.

(McIntosh, 2024)

Onboarding

Virtual orientation

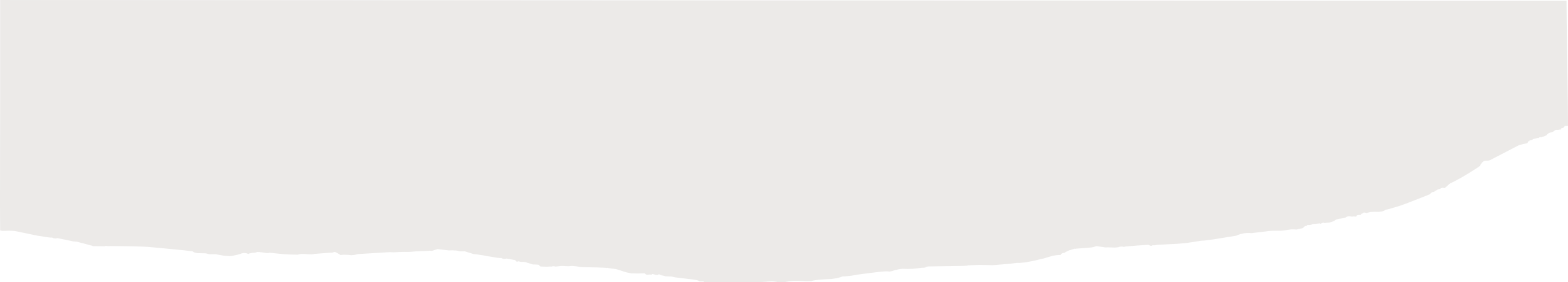
Virtual orientation will help employee meet their coworkers before seeing them in real life, it is a good thing for new starters.(ADD MORE DETAIL)

Talking about Marriott

On your first day of work, they will let you know about all the benefits you could get. What to expect from on your first day, what you must do and must not do.

Connecting with the employee

Firstly, introducing with someone is the best thing to do when you meet somebody for the first time. It will be less awkward, helping them feel less scared about their new job and reassure them so you can get the best out of them in an environment where they feel good as everything around them is new. And that is a great approach to assist them in the process of beginning their journey as part of the Marriott team.



- Also welcoming them warmly is important for them, they will surely appreciate the effort made all for them. Marriott in particular, will organise a welcome day, where a welcome talk will take, and they will be gifted a welcome pack as well, that will create even more bonds in the team.

- **Last step**

- As the last step there will be the administrative process of signing all the relevant documents. They will also answer any question the employee may have.

Development

Marriott employs amiable individuals who enjoy serving others, rather than technical skills or management. This approach is effective in keeping staff and delivering excellent customer service. Other considerations for Marriott workers include work-life balance, leadership, training, career advancement, and workplace culture. Customized perks and flexible scheduling are offered to maintain work-life balance. An environment where employees feel accepted encourages them to put their all into their work, which is crucial for guest happiness. Managers oversee employment happiness, and employees participate in meetings to assess qualities like harmony and respect. Marriott also has a loyalty program that commemorates anniversaries and birthdays, promoting staff and customer loyalty. Overall, Marriott's approach to employee satisfaction and satisfaction is a testament to its commitment to employee satisfaction and satisfaction.

Retention

Marriott International, a global hotel corporation with 30 brands, faces challenges in the current business climate, including high staff turnover rates. Marriott's commitment to providing top-notch service to visitors is reflected in its knowledgeable employees and top-notch amenities. However, the company faces challenges in retaining employees, which can be costly for businesses. High turnover rates can negatively impact the quality of service, employee morale, and the business's financial line. To overcome these challenges, Marriott should focus on retaining its employees and address the lack of trained labor as a major concern in the hotel sector.

Separation

Every experience comes to an end. With separation, the employee life cycle ends. It can be involuntary at times. I just created a detailed article about firing your staff.)

Here are some considerations to make when an employee departs:

- Be receptive to candid criticism. Take advantage of departure interviews to learn more about their experiences working for your organisation. Accept their criticism constructively and, if necessary, make the necessary adjustments.
- Motivate groups to focus on the future. Team morale may be impacted by departures. Give teams hope that the company will bounce back from losing a terrific person and keep expanding.

(Mann, 2024)

McIntosh, C. (2024). What is the hiring process at Marriott International? – Discovering Employment Paths and Travel Experiences. [online] Ncesc.com. Available at: <https://www.ncesc.com/what-is-the-hiring-process-at-marriott-international/>.

Marriott International (2017). *Marriott International Careers | Find Job & Career Opportunities*. [online] Marriott Careers. Available at: <https://careers.marriott.com/>.

Marriott.com. (2025). Available at: <https://www.marriott.com/en-us/hotels/jnbmc-johannesburg-marriott-hotel-melrose-arch/overview/> [Accessed 1 May 2025].

<https://www.nativeassignmenthelp.co.uk> (n.d.). *Marriott Hotel's Employee Retention Strategies in the UK*. [online] www.nativeassignmenthelp.co.uk. Available at: <https://www.nativeassignmenthelp.co.uk/strategies-to-improve-employee-retention-at-marriott-hotel-in-the-uk-case-study-22088>.

Marriott.com. (2025). *Core Values & Heritage*. [online] Available at: <https://www.marriott.com/en-gb/culture-and-values/core-values.mi?msockid=13d51eaa8ac862b32da80d6b8bf06353> [Accessed 1 May 2025].

Mann, K. (2024). Council Post: Employee Life Cycle And Beyond: Eight Stages Of The Employee's Journey. *Forbes*. [online] 12 Aug. Available at: <https://www.forbes.com/councils/forbescoachescouncil/2022/11/07/employee-life-cycle-and-beyond-eight-stages-of-the-employees-journey/>.