

The Accor Academy has been present in my life right from the start when I joined for the first time ever back in 1991 as a student, as a stagiaire.

And through my journey, whether it has been in the UK, in France, in Eastern Europe, Southeast Asia, the Academy has been always present and always supporting me and delivering fantastic training and development in my career.

Training and development is paramount for all of us. And I think it's super important to ensure that we give the right tools to our Heartists®.

And also important, of course, for our employees to feel recognized, to feel rewarded, and for them to feel that they are in an organization that is investing in their development.

Jaime Faus

*General Manager, Pullman Paris Montparnasse, France
& Regional Vice-President, Pullman Paris*