



What is **Marriott** ?

Is it just another **hotel** company?

Or... **is it** ?

3500 Hotels Worldwide

11 Hotels in India

- **Goa Marriott**
- **Marriott Executive Apartments, Mumbai**
 - **Renaissance, Mumbai**
 - **JW Marriott, Mumbai**
- **Courtyard by Marriott, Chennai**
 - **Hyderabad Marriott**
 - **Courtyard by Marriott, Pune**
 - **Courtyard by Marriott, Gurgaon**
 - **Courtyard by Marriott, Hyderabad**
- **Courtyard by Marriott, Ahmedabad**
 - **Courtyard by Marriott, Mumbai**

65 Countries

Marriott.
HOTELS & RESORTS

Marriott.
CONFERENCE CENTERS


RENAISSANCE.
HOTELS & RESORTS


JW MARRIOTT.


Residence
Inn
Marriott

19 Brands


THE RITZ-CARLTON®
HOTEL COMPANY, L.L.C.


EXECUStay


COURTYARD
Marriott


SPRINGHILL
SUITES
Marriott


FAIRFIELD
INN & SUITES
Marriott


TownePlace
SUITES
Marriott


VACATION CLUB.
INTERNATIONAL


Marriott.
EXECUTIVE APARTMENTS



In the words of **J. Willard Marriott...**

“When you **take good care of your people**, they’ll take pride in their work; and when they **take pride** in their work, they’ll take good care of the customers.”

&

“If you take good care of the customers, the **customers will come back**, and back, and back; and the business will take care of itself.”





Welcome to the Wonderful World of Marriott India.



The Marriott Way.....

Fairness @ Marriott

- Open Door Policy
- The Associate Opinion Survey (AOS)
- The Guarantee of Fair Treatment (GFT) process and Speak Out
- Speak Out
- Integrity Line
- Internal Promotions
- MIP

Open Door Policy

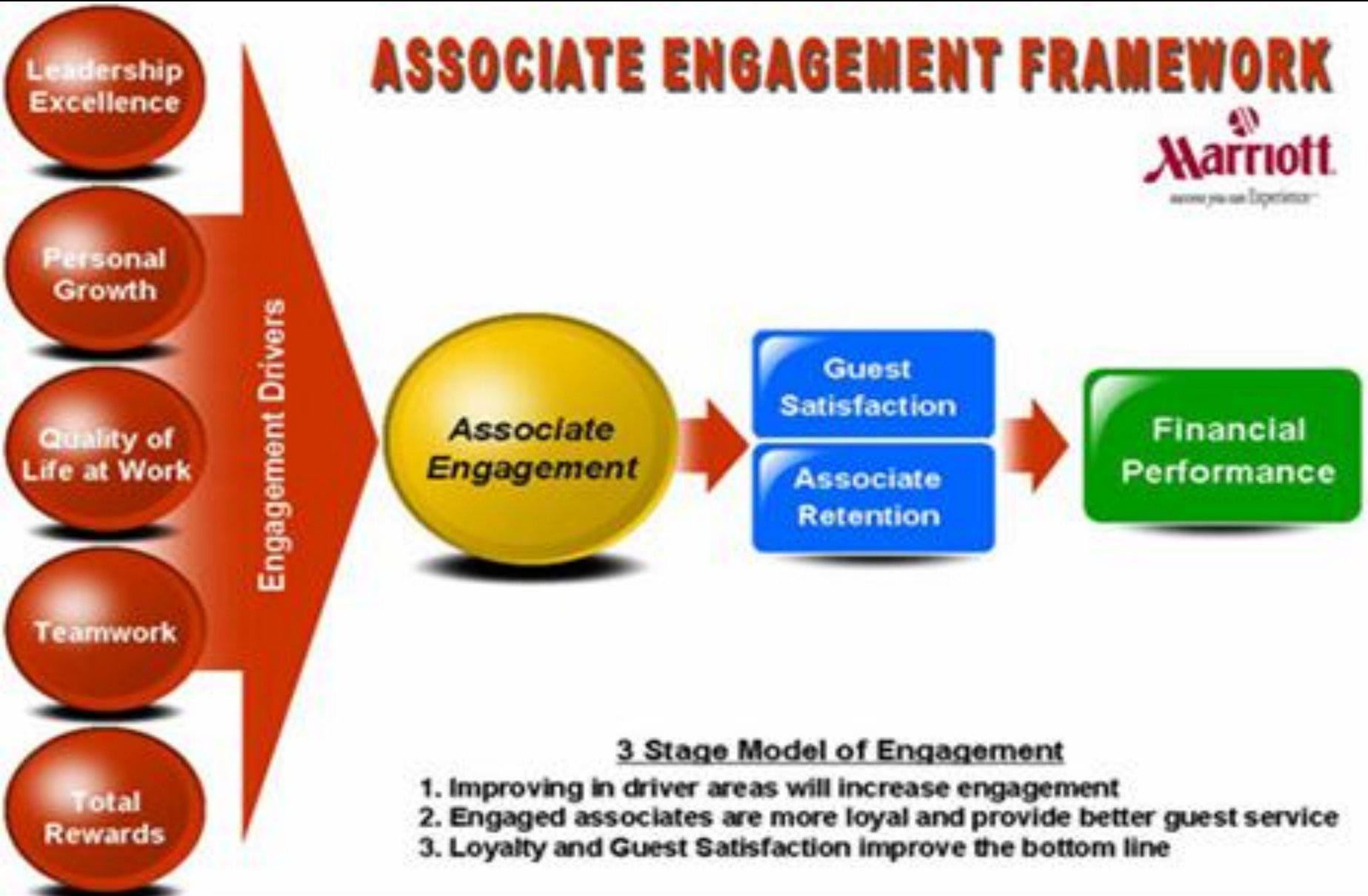
- Your manager's door is always open
- Offer ideas and suggestions
- Express concerns
- First line of communication is your supervisor

Associate Opinion Survey (AOS)

- Confidential survey
- Conducted annually by outside company – Hewitt
- Includes questions about:
 - Associate Engagement
 - Leadership Excellence
 - Personal Growth
 - Quality of life at work
 - Team Work
 - Total Rewards
 - Action Planning
- Results are shared with all and action plans made



Associate Opinion Survey (AOS)



Guarantee Fair Treatment (GFT)

- For problems or grievances the following procedure is followed

Step 1 – Inform the immediate supervisor

Step 2 – If not resolved, go to the manager or department head

Step 3 – if still not resolved, can appeal to the GM or DHR. If still not resolved then it goes to the Regional VP for Human Resources



- This process of GFT ensures associates are treated with respect and in a fair and just manner at all times

Speak Out!

- Provides open and direct communication with the President and Managing Director of International Lodging, on matters of concern without any fear of reprisal.
- Display boards with blank Speak Out! forms are mounted in associate work areas, accessible to all associates 24 hours-a-day.



Integrity Line!

“Our reputation for high standards is one of the most important assets that we possess. That’s why our business values are non-negotiable. Our future success depends on it!”

J.W. Marriott Jr.

Chairman & Chief Executive Officer

The Integrity Line is a 24 hours a day, 7 days a week line accessible to all associates.

"Our reputation for high standards is one of the most important assets that we possess. That's why our business values are non-negotiable. Our future success depends on it!"

J.W. Marriott Jr., Chairman & Chief Executive Officer

BUSINESS INTEGRITY LINE

877-777-7489

If you are concerned about an integrity related issue or a possible business abuse, Marriott's Open Door Policy allows you to go to your immediate supervisor, manager, department head, or Human Resources representative who will work with you to resolve any issue without fear of reprisal. In addition to the Open Door Policy you may also contact Legal, Internal Audit and Human Resources departments at Marriott Headquarters.

If you don't feel comfortable speaking up to Management, the Business Integrity Line is available to you as an additional resource for reporting any integrity, legal and ethical issues. Some examples are:

- Accounting Irregularities
- Fraud
- Theft
- Bribery
- Antitrust Matters
- Falsification of Company Records
- Non-compliance With Any Local or Country Law
- Unauthorized Disclosure of Proprietary Information

The Business Integrity Line is open 24 hours a day, 7 days a week and enables you to talk to a professional, free of charge, in your preferred language.

BUSINESS INTEGRITY LINE ACCESS:

- STEP 1** Dial AT&T country access number _____
You will be prompted or asked for a second number.
- STEP 2** Second number is the Business Integrity Line
number 877-777-7489.

The Caller will then be connected free of charge to a professional with our third-party administrator, The Network, Inc., in the United States. Although it is not required, you are encouraged to provide the third-party professional with your name and contact information. The Internal Audit Department is responsible for the administration of the Business Integrity Line. Please note: Associates identified in a report have the right to access and correct their personal information. Abuse of the integrity line will not be tolerated.



How We Do Business Is As Important As The Business We Do.

Internal Promotion Policy

Marriott as a company has been in India for the last 10 years. Today approx 50% of the management & senior management team is grown from within the company. This is done through..

- PVA's and Job Postings
- MCRB





PVA – Post Vacancy Advice

- All open positions in the hotel as well as in Marriott properties across the globe are posted on the notice board for associates to apply.
- Everyone is given a fair chance to apply and all eligible candidates are then put through the selection process

MCRB – Management Candidacy Review Board

- MCRB is a process through which Supervisors can appeal to management for higher positions
- It provides qualified non-management associates the opportunity for upward mobility into entry-level management positions.
- Positively impacts associate morale
- Promote from within to create a great workforce
- Develops and recognizes associates
- Helps retain high performing associates



MIP – Marriott Incentive Programme

- As a company Marriott guarantees its associates a minimum of 8.33% as MIP
- MIP guidelines are decided at the beginning of every year based on certain key drivers like...
 - ✓ Revenue
 - ✓ House Profit
 - ✓ GSS – Guest Satisfaction Survey
 - ✓ AOS – Associate Opinion Survey
 - ✓ BSA – Brand Standard Audit
 - ✓ Performance Rating



Back to the **beginning**...

What is **Marriott** ?

Is it just another **hotel** company ?

Or... **is it** ?

US..



are

we

don't surrender

winners?

↑

uphill climb

you can win

don't give up

those who believe it

when YOU want it the most

there is no easy way out

when **you** have questions

705 + 09 + 4 = 5

you are going to find
a way!

yes

we aree



yes we are
winners

Rank 2 - Great Place to
Work in India - 2008

Rank 7 – Best Companies to
Work for, GPTW Institute 2009

“HR Award for Excellence” 2008, CII

Rank 10 – Best Employers in
India, Hewitt Associates 2009

Rank 5 – “Best Companies to Work
in India”, 2008 BT Mercer

Rank 4 – “Great Places to Work in India”, 2010 GPTW Institute

And thats the way it is...

Thank you!

We are **Marriott**

Where life just keeps getting better

For opportunities..

Log on to [marriott.com/careers](https://www.marriott.com/careers)