



“Skillsoft and their leadership development training played a key role in GROW’s success. In its first year, GROW had a significant impact on the professional development of our employees and contributed to strengthening business performance across our portfolio of hotels around the globe.”

Peter Mitchell, Vice President Talent and Organisational Development

BUSINESS CHALLENGE

Mövenpick Hotels & Resorts, part of the Accor Hotels portfolio, is a global firm with Swiss roots and a restaurant and hospitality heritage that dates back to the 1940s. Offering a modern, upscale hospitality experience and doing ordinary things in an extraordinary way has defined the brand’s success from the very start.

To continue to deliver on the Mövenpick philosophy across 80 individual managed hotels dispersed over 23 countries, the L&D team worked with XpertLearning to identify, develop and implement a new global online learning and development strategy. The training program aimed to fill skill gaps and empower employees to meet the rigorous demands of their roles.



skillsoft.com

HOW SKILLSOFT® HELPED

XpertLearning, a Skillsoft Channel Partner, identified leadership development solution as the framework for GROW, Mövenpick’s new learning initiative. Working with XpertLearning and Skillsoft, Mövenpick identified in every hotel one “hotel admin” to manage and market GROW.

GROW aligns Skillsoft leadership courses with core Mövenpick behaviors, enabling learners to design individual learning plans. Participants can select courses that target the development areas highlighted during their assessment.

After two years, Mövenpick expanded GROW to now include content from Skillsoft’s Technology and Developer and Business Skills solutions, delivered via Percipio.

ABOUT MÖVENPICK HOTELS & RESORTS

Mövenpick Hotels & Resorts is one of the world’s most reputable upscale hotel brands. Since it was established in 1973, the hospitality firm has expanded its international presence and today, manages 20,000-plus rooms in more than 82 hotels across Africa, Asia, Europe and the Middle East. With ambitious plans to further expand its footprint across these continents, the company is on track to meet its target of operating 125 properties by 2020. The company’s global workforce of 16,000 hospitality professionals are trained to ensure Mövenpick’s traditional Swiss values are always upheld.

KEY METRICS

75% In 2018, **75%** of registered users were active learners



Increase in technology certifications

3k

3,000 training hours completed



Training was supplied in English, Arabic, German and Thai



Developed champion teams for special IT projects which leverage in-house talent