

Leadership Building - Hotel Baraquda Pattaya MGallery by Sofitel and Mercure Pattaya Hotel



The management of Hotel Baraquda Pattaya & Mercure Pattaya started the year on a memorable note, as we embarked on a 'Heartist' filled 'leadership building' journey to the Samae Beach, Koh Larn Island. Set against the beautiful waters of this hidden gem, our training and activities were held at the Xanadu resort.

The sole focus of this energizing and encouraging training, was to create a strong company environment amongst the team, in which everyone can prosper and develop both within the organization, and as an individual with personal career goals in this industry. As the CGM, Mr. Jagan Lacsher says, "a company operates more effectively when a dynamic team is employed"; he and the Talent & Culture team handcrafted an imaginative, resourceful & innovative workshop which helped the team cultivate their skills together.

The Heartist journey revolved around leadership, collaboration, personal growth – as they all combine to creating confidence in the face of new challenges, and eventual success. On the first day, we covered Accor Hotel's "Heartist" concept for service attitude, while on the second day we set our Goals & Objectives for 2018, with our new mission statement – "To be the most successful hotels in Pattaya and have fun whilst doing it"

Taking the managers out of their everyday work environments and asking them to function in new ones, with new people, experiences, situations, requires them to use their skills to adapt. It forces them to think creatively, improve their problem-solving skills, and take charge. All of these things are important to any member's success at the company, and necessary for management position. Needless to say, by the end of this heartwarming journey, our bond grew stronger as a team; as a ONE DREAM, ONE TEAM!