

SEPTEMBER 2017

## INTERVIEW WITH HÉLÈNE BRUMAUD

INFLIGHT UNIT MANAGER TRAINEE – SOUTH AFRICA



### YOUR CAREER

- Graduated from the ENSAT Engineer school in September 2016 with a marketing specialization in Hong-Kong
- Internship at Pierre Fabre, then I began a career at Ernst & Young in audit
- **I joined Newrest in South Africa on the Cape Town unit in July 2017**

### YOUR JOB AND YOUR MISSIONS

I am an Inflight Unit Manager Trainee. I am on the field, at a management job. My tasks are to put in place our production and supply logistics, I'm working on all of the projects that aim to optimize the product and labor's cost. I also have a role in the purchases and food production. These tasks mean I have a global view over the key levers of our economic performances, while I'm becoming familiar with the Group's tools.

### WHY DID YOU APPLY TO THE GRADUATE PROGRAM? WHY DID YOU JOIN NEWREST?

Interested in international work, responsibilities and independence. I wanted an opportunity to evolve quickly. I turned to Newrest, because it's a company in my region, Toulouse, present in many countries with an entrepreneurial spirit. Newrest offers good mentoring to grow and an adventurous side that's attracting.

### WHAT IMPACTED YOU THE MOST WHEN YOU ARRIVED IN SOUTH AFRICA?

People's way of thinking and their relation to work, as well as the very good welcoming for the expats from the locals and those already on site.

## HOW DID YOUR COURSE AT ENSAT ALLOW YOU TO ANTICIPATE YOUR JOB? THE BUSINESS WORLD?

My course at ENSAT, noticed for dealing with many subjects, taught me to adapt, be multi-task and proactive to find solutions. It also taught me to be critical and use management skills to anticipate projects.

## ACCORDING TO YOU, WHAT ARE THE PERSONALITY TRAITS NECESSARY TO JOIN NEWREST ?

- Independence
- Proactive
- Resourceful
- Optimistic

## WHAT ADVICE WOULD YOU GIVE THE FUTURE GRADUATES FROM YOUR SCHOOL THAT WOULD LIKE TO APPLY TO THE PROGRAM ?

The Newrest Graduate Program offers nice opportunities abroad for those who are interested in travels. These experiences are complicated and exciting. You have to be ready to go abroad and have the will to evolve. Prepare to work with local employees and be independent. It's like playing the same music with new instruments! Remember to contact the former students from the ENSAT that work for Newrest and collect information from them and former Graduates.

## JOB DESCRIPTION SHEET

Linked to the Inflight Unit director, you are trained in the aim of integrating one of our international units in inflight catering :

<ul style="list-style-type: none"> <li>• Customer satisfaction :             <ul style="list-style-type: none"> <li>➢ Having knowledge, understanding and applying the client's contract</li> <li>➢ Ratios management :                 <ul style="list-style-type: none"> <li>▪ Food cost</li> <li>▪ Labor cost</li> <li>▪ Overheads</li> </ul> </li> <li>➢ Manage the daily service sales</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Put the operational Newrest processes in place in the following areas :             <ul style="list-style-type: none"> <li>➢ Organisation and production methods</li> <li>➢ Quality and compliance of hygiene and safety food performances</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>• Team management :             <ul style="list-style-type: none"> <li>➢ Recruitment</li> <li>➢ Daily team management</li> <li>➢ Dealing with the plannings</li> <li>➢ Evaluating and detecting potentials</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Train, mentor and guide the operation directors concerned on each of the sites in the sectors that you take part in</li> <li>• Make propositions and take part in the constant improvement of the quality of services in all three units</li> </ul>
<ul style="list-style-type: none"> <li>• Management of primary materials :             <ul style="list-style-type: none"> <li>➢ Management of order flows</li> <li>➢ Follow-up and control of receptions</li> <li>➢ Follow-up and control of materials</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• QHSE :             <ul style="list-style-type: none"> <li>➢ Respect registers and procedures</li> <li>➢ Manage the training course of local teams</li> <li>➢ Organise regular Tool Box meeting</li> </ul> </li> </ul>