

FEBRUARY 2018

INTERVIEW WITH THIBAUT FOURNIER

CATERING SUPERVISOR – MAROCCO

YOUR CAREER

- Graduated from a Bachelor at the Ecole Hôtelière of Lausanne
- Internship in event planning at Sodexo Prestige in London
- **I joined Newrest Academy in January 2015 in Morocco.**

YOUR JOB AND YOUR MISSIONS

I was hired as Catering Supervisor in Morocco under Mark Giraud's wing (General director of Morocco).

Based in Casablanca I discovered many sites (mines, prison, banks, factories, hospitals, schools, universities...).

After a year, I achieved a full time contract with the same status but different responsibilities. The main change is that I have written and clearly defined objectives (managing the Total contract). I will also manage teams as well as sector chefs.

In the coming years, I will enhance more responsibilities and discover with the Exploitation Director the Appels d'Offres strategies, anticipating the market's needs and demands and the solutions that need putting in place.

Currently in charge of a franchise implantation on the Total motorway stations, my missions are :

- Studying the contract
- Studying the financial possibilities
- Dealing with the relation between the franchise, the franchisor and Newrest
- Optimising logistics and costs (purchasing, transports...)
- Recruit teams and plan their training course

WHY DID YOU APPLY FOR THE GRADUATE PROGRAM? WHY DID YOU JOIN NEWREST?

After having worked in hotel catering, commercial and event planning I wanted to learn about social catering, retail and inflight. Newrest offers these three activities in more than 49 countries. I saw there an opportunity of finding out about these jobs in different countries, taking account of the fact that Newrest encourages an international mobility. The professional and cultural experience win in potentially huge.

Why the Viver Jeunes Talents Program ? Because it allows us to learn under the supervision of a professional. Discovering together the portfolio of services and taking part in their activities. Thus we have a visibility and a global understanding of activity and country management. It allows an interesting, international, internal promotion.

WHAT DID YOU LEARN DURING THIS YEAR IN TALENT POOL AND WHAT IMPACTED YOU THE MOST ?

Luckely I had a good supervisor who rapidly sent me on the field to learn the basics and evolve quickly. The aim being to be able to apply the Newrest standards and systems anywhere. In order to understand the different catering contracts, I spent 3 months with a regional director. Thus, I got to learn team management and most of all, dealing with customers. I also got to follow an auditor meaning I had a better understanding of stocks, numbers and ratios analyzing. If one element struck me, it's the importance of relations and conversations with clients. The commercial aspect is ever-present. Strengthened by the cultural differences, the language and habits. It's necessary to adapt and find elements that will encourage the respect of internal intructions.

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

- Adaptation
- Flexibility
- Reactivity
- Good communication

WHAT ADVICE WOULD YOU GIVE TO FUTURE GRADUATES OF YOUR SCHOOL (OR OTHERS) WHO WOULD LIKE TO APPLY FOR THIS PROGRAM?

- Start to have a look at ratios and number management
- Enjoy operational and management work
- Have an interest in travels and new cultures
- Have basic knowledge in catering