



PAVILLON ACADEMY ADMISSION

**An in-house hospitality
training programme rooted in
Khmer & colonial heritage.**

**Practical, mentor-led learning
to build confident
professionals and future
leaders.**



Comprehensive Curriculum

- **Front Office & Guest Relations**
- **Check-in / check-out**
- **Concierge services**
- **Guest communication**
- **Service recovery**
- **Food & Beverage Service**
- **Restaurant operations**
- **Table service**
- **Menu knowledge**
- **Guest engagement**
- **Housekeeping & Rooms**
- **Professional cleaning standards**
- **Hygiene protocols**
- **Room presentation**
- **Hotel Admin & Coordination**
- **Internal communication**
- **Workflow management**
- **Documentation**
- **Departmental coordination**

Contact Us



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Training Philosophy & Approach

Experiential, mentor-led training across real operational contexts. Focus areas include service quality, communication, teamwork and professional discipline.



Success Stories

Ms Lieng's Success Story

At just 18 years old, Ms Lieng joined us with no hospitality experience. After completing the Academy's hands-on training, she developed strong service skills and confidence.

She is now a successful member of our restaurant team, continuing to grow, and hopes to become a supervisor in the future.

Who Can Join

Open to motivated team members and external applicants.

Apply with a CV and motivation letter; Kang@pavillon-orient.com

Current employees should speak with Narath Pich



Pavillon Academy

Our Goals

1. **Teach practical hospitality skills so staff can do their jobs confidently.**
2. **Improve guest service and make the experience more consistent.**
3. **Help staff grow in their careers and move into higher positions.**
4. **Train and develop local talent for long-term employment in Siem Reap.**
5. **Build strong communication and teamwork within the hotel teams.**
6. **Raise standards in all departments –front office, housekeeping, F&B, and admin.**
7. **Support the community through responsible and ethical training.**
8. **Share success stories to inspire other staff to join and learn.**



Pavillon Academy

Our Vision

Long-term vision: to remain a cornerstone for high-standard hospitality, local employment and sustainable tourism growth in Siem Reap.



Pavillon Academy

Mission

Mission: To cultivate hospitality professionals through structured, hands-on training and mentorship –supporting career growth and service excellence.

