



Les Pensières
CENTER FOR GLOBAL HEALTH

**Guidebook for Interns at
“Les Pensières”
Fondation Mérieux
Conference Centre**

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Welcome to your placement as an 'intern' at Les Pensières Conference Centre. We hope your internship here is a rewarding one. This guidebook will aim to lay out for you a set of basic guidelines, rules and procedures which you will be required to follow during your time here. It is, however, by no means exhaustive.

Arrival at “Les Pensières”

Before you get here please ensure that you pack appropriate clothes for the Alpine climate. In spring and summer, the temperatures can regularly reach 30°C or above. During the winter there are long periods of snow cover and temperatures below 0°C.

Check List:

- Passport and spare Passport photos
- Appropriate clothes for the period you are here.
- The uniform for men when working on reception includes a black or navy suit, with a white shirt and black shoes, and a tie is provided. For the ladies a navy dress is provided but they are required to bring their own black shoes and tights.
- Ski clothes, if you plan on going skiing during your time here.
- Cooking utensils, furniture, towels and bedding are all provided free of charge by the centre.
- If it is easier for you, interns are invited to post some of their belongings ahead of time to the centre, which will then be kept safe in our baggage room until your arrival (look up www.parcelmonkey.co.uk for example).
- Transport will be arranged for you by the conference centre from Annecy train station to the centre and also for your final departure from the centre to the train station. There is a coach from Geneva airport to Annecy.
(www.transdevhautesavoie.com/fr/destinations/geneve-aeroport)

Accommodation:

Fully-equipped accommodation will be provided, either on the site of or close to our conference centre. Details of the accommodation will be finalised at a later date.

Your Job at Les Pensières:

The working day is generally divided into four separate shifts. You will be required to work from either 7am until 2.30pm or 2pm until 9.30pm, 9am until 5pm or 8am until 4pm. Your role at Les Pensières as a 'British Stagiaire' will mainly be a hospitality one: welcoming clients, showing them to their rooms, setting up the conference rooms for groups, answering clients' questions etc. Occasionally you could be asked to do waiting/waitressing tasks, when the kitchen team is not present. You will also be responsible for answering telephone calls and emails at the reception, as well as general administration tasks. All of the details of the job will be learnt in a "hands on" fashion when you arrive. It can seem overwhelming at the beginning, when learning all of the new procedures; the best thing to do is be as involved as possible, and do not be afraid to ask plenty of questions or make mistakes. The staff are used to having new international interns each year, so they are sympathetic to the challenges you face!

The Aims and History of Les Pensières:

Clients will often ask you about the history of the family/site and the aims of the conference centre as a whole. The company, Institut Mérieux (to which belong IMAcces, Mérieux Nutrisciences, BioMérieux, Transgene, Mérieux Développement...), has belonged to the Mérieux Family for 4 generations. "Les Pensières" was created by Dr Charles Mérieux, to offer a meeting point where professionals and medical groups alike can discuss public health and, in particular, the fight to control infectious diseases. In order to achieve that goal, he turned his private property, situated on the banks of Lake Annecy, into a conference centre.

The Staff at 'Les Pensières':

Director: Bénédicte PANSIER

Reception Staff

Assistant Director and Head of Reception:

Johann PAGEAUT

Assistant Reception Managers :

Malcolm COOPER

Bagdad HOCINE

Night Security and Reception:

Temporary Staff:

Tony SCHEPENS

Current Interns 2019 - 2020

Emily RICHARDSON (finishes 02/2020)

Abigail BINNINGTON (finishes 02/2020)

Garikai MANYANYA (finishes 06/2019)

Holly PLEWS (03/2019 - 07/2019)

Rachel CLAYTON (03/2019 - 07/2019)

Housekeeping Team

Head Housekeeper: Mounia FRATY

Deputy: Marie PUTTBRESE

Office for Conference Organisation

Co-Managers: Flavie FAES - Laure MESSYREL

Acting Co-Manager: Marianne GOJON-GERBELOT

Kitchen Staff

The Chef: Vincent MILLET

Assistant Chef: Morgan TOROSSIAN

Third Chef: Romain PERRISSIN FABERT

Kitchen Assistant: Liliana SIMON

Head of Waiting Staff: Anne LEGUEN

Grounds keeping / Gardiens

Yohann PICHARD

Jenny PICHARD

General Services

Head Technician: Franck JENN

Deputy Technician and Maintenance: Thibaut BARON

Mérieux Family History:



- Élève de Louis Pasteur et Emile Roux
- Créateur d'un laboratoire à l'Hôtel Dieu de Lyon

Marcel Mérieux
(1894 - 1937)



Charles Mérieux
Créateur de la Fondation Mérieux



Alain Mérieux
Docteur en Pharmacie
Président de la Fondation Mérieux



Christophe Mérieux
(1967 - 2006)
Directeur des Affaires
Médicales et de la Recherche et
Développement BioMérieux



Alexandre Mérieux
Silliker, BioMérieux



Rodolphe Mérieux
(1970 - 1996)

Tips for working at Reception:

- Make sure you are in the correct uniform and look presentable.
- At the start of your shift, take note of the key events of the day e.g. meal times, room layouts etc. This can come in handy, as clients will often ask for information regarding the programme.
- Be sure to hold a good posture, especially when clients are present.
- When a client approaches the reception, stand up and greet them with a smile.
- Try to be as aware as possible of what is happening around you.
- Make notes throughout the day of things you may need to remember, or information to pass on to colleagues
- Don't be afraid to get stuck in, trial and error is the best way to learn.
- If you don't understand a certain command or task, don't be afraid to ask. The team at the reception will be more than happy to help you improve as a receptionist.



Rules of the Centre:

- No smoking inside the centre.
- Take food only from the designated "Frigo Personnel".
- Always clean up after yourself.
- After having used the dining hall, clean the table with the correct cleaning product found under the sink.
- Ask permission from the housekeeping ladies before taking towels, bedding and baskets outside of the centre.
- Be respectful of your surroundings and those working around you.
- Do not feed the house dogs (Jules and Gala) anything other than their set meals.
- Take care to conserve energy e.g. turn lights off.

The Area:

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Les Pensières Conference Centre is located near the small village of Veyrier-du-Lac, and the apartments are located in the centre, around 2.5 miles from the city of Annecy. The city centre is beautiful, and has many restaurants and bars. Annecy is situated on the shores of a large lake, about 42km in circumference, which provides a means of cooling down in the hot summer. In colder months, ski resorts, such as La Clusaz, can be easily reached by bus, in approximately an hour. Geneva airport is also only an hour away from Annecy by bus. Bus times and the city map are available to you at the reception desk.



Things to do in Annecy:

- Cycling – the beautiful scenery around Annecy is easily seen from the cycle path, which you can follow all the way round the lake, this is given the name the Tour du Lac. The centre has several bikes which interns can use, though please do ensure that you take good care of them.
- During the winter, there are plenty of great skiing resorts to choose from. Feel free to ask the staff at Les Pensières for more information.
- During the summer, the lake offers plenty of water sport activities.
- Swimming / relaxing on the many beaches and banks is also very enjoyable.
- Annecy is situated around an hour away from Geneva and an hour and a half from Lyon. Both cities are worth a visit. There is a bus that regularly goes to Geneva (bus times and route can be found at the reception).
- Covoiturage (car sharing) is a good site to use when planning your travel:

<http://www.covoiturage.fr> or www.blablacar.fr

For more information contact our current/ past stagiaires

2019-2020:

Emily Richardson: aryer@nottingham.ac.uk

Abigail Binnington: abbiebinnington99@gmail.com

Garikai Manyanya: gim504@york.ac.uk

2018 – 2019:

Heidi Bates: h.bates2@ncl.co.uk

Martin Ismond: martine-alexandra@hotmail.com



Practical Information

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