



GIOVANNA RAYMUNDO MIRANDA

*...she gives us the keys to success:
diplomacy and reactivity*



The Royal, located at 20 place Bellecour, is the "hotel school" partner of the Institut Paul Bocuse. It was in the comfortable and intimate lounge that we met with Giovanna who, as do all students at the Institut, was carrying out an internship which lasts several weeks in all of the different departments of this four star hotel.

Giovanna is in the third year of Hotel and restaurant management at IPB and is among the few Brazilians who have chosen to come to France to study in the program of their dreams. Born in 1986, Giovanna grew up in Campo Grande, about 1,000 km from Sao Paulo. It was Giovanna's cousin who spoke to her for the first time when she was only 10 about jobs in the hotel industry. More than just a crazy idea, it became an objective that she held on to throughout her studies because for her, "it was clear!". After high school, she searched for a specialized university, and via the internet, she found IPB. Determined, she successfully passed the admissions test in Brazil. After a year of French classes, she enrolled at the Institut in September 2004 and as most foreign students, adopted the Clipper as her new home

Giovanna carried out her first internship at La Cabre d'Or, a 4 star Relais Et Château in Baux de Provence, where she took care of reservations and the reception desk for this 31 room hotel. Her professionalism seems to have been recognized because after that she took on the post of customer manager at the Sofitel "Grande Arche" at the Défense in Paris for her second four month internship: quality manager, VIP reception and crisis management!... "For this type of job, you must not only be agreeable and get along well with people -that goes without saying- but you must also be diplomatic and reactive".

Several possibilities have been proposed to her for her third internship. What she is sure of is that she hopes to enter a management training program which will lead to being hired in a renowned establishment, probably on another continent...why not in Asia or in South America where she absolutely wants to return to sooner or later "after having traveled and being bathed in different cultures".

Giovanna has blossomed and says she is very happy with her choices that led her to IPB: "the education and the experiences are so rich, as are the memories!"



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