

Mews Growth Program

Remarkable careers start here

MEWS

Make it remarkable.

Mews.com

Contents

Remarkable careers start here	>	02
Why choose Mews?	>	03
01 Growth Pathways	>	04
02 Learning at Mews	>	12
03 Frequently asked questions	>	24
04 Meet Mews	>	28

Remarkable careers start here

Are you ready to build yours?

Welcome to the Mews Growth Program. We have a bold vision and a genuine passion to make hospitality better, and we're looking for fresh new talent to share our hard work and ambition.

You may notice an incredible amount of super talented people here at Mews. Why are we able to have so many great people like you working here? Largely because our huge ambition is matched by our ethos of creating a truly modern, enjoyable workplace.

We're looking to attract and cultivate the **next generation of talent at Mews**. This won't be a typical "sit there and shadow" placement – our MGPs will work on real world projects, solve hard problems, and learn from industry leaders.

You'll get exposure to a variety of different experiences and if everything goes well by the end of the year, we hope to make you an offer you can't refuse.

Are you ready to be part of something big? If so, we look forward to seeing you soon...



Why choose Mews?

Are you ready to change the world with us? Yes, you read that right. It sounds grand, but we've got big ideas to transform the world of hospitality and beyond with a best-in-class cloud-based property management solution. And you get to be part of that.

Our founders started in their twenties, so we know the value of fresh thinking. We're offering a paid, full-time position with a **pioneering hospitality tech company** (that's us by the way) with training and real-world experience to launch your career.



After successful completion, you'll be prioritized for open roles at Mews



Winner Best Place to Work Hotel Tech Awards 2021 and 2022



Access to a strong and diverse network of industry professionals



Immerse yourself in a rewarding work environment with industry-leading engagement scores



Develop strong relationships with managers and exceptional colleagues



Get unprecedented access to senior leadership and VPs



Build real-world skills with training and stretch assignments – you'll grow a lot in just a year



Mews freedom and responsibility when it comes to working style



Offsite events, and monthly team socials to make your placement unforgettable

01

Growth Pathways

A choice of learning pathways to focus on what you'd like to learn about most



Choose the pathway that suits you

- ✓ 12 months full time
- ✓ Fully paid position
- ✓ Rewards and benefits

Pathway 01

👤 Operations + Product & Technical (R&D) 📍 Prague

Pathway 02

👤 Operations + Finance + People 📍 Prague

Pathway 03

👤 Commercial + Marketing + Customer Success 📍 Amsterdam



Operations + Product and Technical (R&D)

01 Customer Support

3 months

The best place to learn our systems and products. You'll work on real tickets, perform investigations of complicated issues and escalate problems to stakeholders. You'll play a key role in creating knowledge base articles and optimizing workflows. We'll also teach you how to deal with any situation and still have a happy customer.

03 Customer Onboarding

3 months

Talk to a variety of clients and be trusted with real life implementation projects. You'll learn how to onboard customers to the Mews system online, all while sharpening your consultation, training and presentation skills. You'll get to build new properties directly into the Mews platform and leverage analytics to help them make the most of Mews.

02 Technical Partner Success

2 months

Get technical while building great relationships with our integration partners. You'll be involved with certifying and managing new marketplace partners. Learn how to troubleshoot API errors and user cases, while sharing your ideas on product and workflow improvements.

04 Product & Tech

4 months

Finish your placement by pushing the product further. You'll be part of SCRUM teams led by Product Managers, Product Designers, Developers and QA Engineers. You'll get to see the product lifecycle in detail and how product development works for our B2C, B2B, and payment product families. Hungry for more? You can also get some exposure to coding basics.

+++

Plus 'Show and Tell'
cross-exposure with other
departments

Pathway 01

📍 Prague

Operations + Product and Technical (R&D)

Skills profile

- Ability to work in a fast-paced environment and learn quickly
- Ready to work both independently or as part of a team
- Possess a strong work ethic and team player mentality
- Ability to take feedback, learn quickly, and adapt to new situations
- Can challenge curiously, and share fresh ideas and suggestions
- Strong communication skills; willing to engage with employees, customers, and partners
- Customer focused with a passion for service excellence
- Strong analytical abilities; interpret and synthesise data for decision-making
- Highly structured work approach and project management skills
- Excellent presentation formation and delivery skills
- Native or fluent English

Highly desired

- Experience in hotel operations
- Ability to speak other languages
- Experience in consulting or training



Operations + Finance + People

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03 Finance

3 months

Watch how modern finance is done in an open, friendly, and forward-thinking department. This is not a typical finance team: the focus is on reporting speed, business insights, and innovating ever-changing processes in a hypergrowth company. You'll play an integral part in the financial operations, controlling, tax, data, research and risk teams.

04 People Team

3 months

Play a key in role in turning the HR experience to a human experience. You'll help us nurture a culture that unlocks the potential of every Mewser. Get exposure to the employee life-cycle, talent acquisition team and insights into how Learning & Development is done at Mews. You'll support the implementation of People Programs and improve projects while getting hands-on community management and employer branding experience.

+++

Plus 'Show and Tell'
cross-exposure with other
departments

Operations + Finance + People

Skills profile

- Ability to work in a fast-paced environment and learn quickly
- Ready to work both independently or as part of a team
- Possess a strong work ethic and team player mentality
- Ability to take feedback, learn quickly, and adapt to new situations
- Can challenge curiously, and share fresh ideas and suggestions
- Strong communication skills; willing to engage with employees, customers and partners
- Customer focused with a passion for service excellence
- Strong analytical abilities; interpret and synthesise data for decision-making
- Highly structured work approach and project management skills
- Excellent presentation formation and delivery skills
- Planning and problem-solving skills
- Native or fluent English

Highly desired

- Experience in hotel operations
- Ability to speak other languages
- Experience in consulting or training
- Accounting or HR experience



Commercial + Marketing + Customer Success

01 Commercial

6 months

Get ready for a multi-faceted deep dive into an experience beyond “sales”. You’ll be part of a fun and forward-thinking team that drives Mews’ commercial performance forward. We’ll show you how to convert a prospect through every step; generating new business, growing an extensive qualified pipeline, mastering customer outreach, sales shadowing, and acing real-life demos. You’ll get comprehensive insight and hands on experience of how a commercial function aligns and hits high-growth targets in a tech scale-up environment. You’ll also get exposure to sales enablement, mergers and acquisitions, enterprise, and channel sales – it’s a great pathway to see the journey from every commercial perspective. And of course, be part of the events, social, and travel that the Commercial team offers.

02 Marketing

4 months

Become a part of our leading-edge marketing team. You’ll help us drive engagement by assisting with inbound and outbound marketing, content marketing, partnerships, and lead nurturing programs to move prospects through the marketing and sales pipeline. You’ll learn digital marketing strategies for email marketing and SEO/SEA optimization. You’ll be involved in marketing coordination, social media, event management, product promotions, and project management across all activities. You’ll even get some exposure with our design team to see how we bring a scaling brand to life. You’ll get hands on experience and interact at our Mews events, so get ready to travel and represent Mews in the industry.

03 Customer Success

2 months

Learn what it takes to be a Customer Success Manager and see how they leverage deep business, industry and product knowledge to partner with customers, accelerate their return on investment and mitigate risk and churn. You’ll observe how CSMs build and foster strong relationships with clients that vary in market segment, size, solution complexity and life cycle. Learn the strategies that deliver business value to a customer, how the experts handle important client meetings, and understand key business challenges and potential for growth. You’ll be involved in key projects and enabling Customer Success operations. This is a great pathway for solving real-world problems and taking the lead on projects.

Pathway 03

📍 Amsterdam

Commercial + Marketing + Customer Success

Skills profile

- Ability to work in a fast-paced environment and learn quickly
- Ready to work both independently or as part of a team
- Possess a strong work ethic and team player mentality
- Highly structured work approach and project management skills
- Ability to take feedback, learn quickly, and adapt to new situations
- Can challenge curiously, share fresh ideas and suggestions
- Strong communication skills; willing to engage with employees, customers and partners
- Customer focused with a passion for service excellence
- Strong analytical abilities; interpret and synthesize data for decision-making
- Demonstrates empathy, keeping interactions productive and respectful
- Excellent presentation formation and delivery skills
- Native or fluent English

Highly desired

- Business administration
- Sales, marketing or events experience
- Ability to speak other languages



02

Learning at Mews

A variety of ways to grow beyond your learning path

M E W S

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12

MGP workbook

We will help you keep track of your learning and progress every step of the way

You'll get a dedicated digital workbook to keep updated during your pathway. It will be your guide in each department to:

- 01** Provide tips for making the most of **your pathway**
- 02** Highlight what you can expect to **learn** in each department
- 03** **Keep track** of what you've learned
- 04** Document **stretch-assignments** and new skills mastered
- 05** Help you prepare for **leadership presentations**
- 06** **Collect feedback** from department managers and peers





Leadership presentations

Get a unique opportunity to present what you've learned to senior leadership

Twice during your pathway (usually mid-way and at the end) you'll be invited to share what you've achieved so far in your placement to a selection of senior leaders in the form of a presentation.

This is a great opportunity to show off your presentation skills, demonstrate how you've grown, applied new learnings, and showcase how you think you've **made an impact at Mews** so far.

You'll also get to share new ideas you'd like to bring to the business based on your observations and experiences across different departments.

Show and Tell

On top of your pathway, there are cross-exposure and job shadowing opportunities with other departments and colleagues

Can't decide between pathways? Don't worry. Once you've settled in, a great way to learn about other departments outside your pathway is to take part in our Show and Tell program.

Each department has a special booking link where you can find the role you wish to shadow and schedule a suitable time to meet and learn about their responsibilities.

Virtual job shadowing sessions are usually 30 mins to one hour, and involve a mixture of presentations, Q&A, and practice activities.

You're expected to arrive at these sessions with questions prepared and goals of what would like to **learn more about**.

You can book as many Show and Tell sessions as you like with different departments during your pathway, while prioritizing learning with your scheduled pathway departments.





Lunch & Learn

Each department gets the opportunity to host a Lunch and Learn topic on a work subject that will benefit other Mewsters.

This gives you the opportunity for **cross-pollination, to get closer to other departments**, and increase your knowledge outside your pathway. Plus, they're really informative and (usually) fun.

You'll find the sessions in the company calendar, and you can choose to attend as many as you like according to your schedule.

It's a great way to learn what's going on within the organization, grow your knowledge further, and meet new Mewsters.

Mews Hospitality Course

A specially-made course for all Mewers to learn about the hospitality industry

The vision for this course is to empower all our Mewers with all the information they need to work with confidence within the hospitality industry.

So what does it entail?

- Self-paced, bite-sized, fun how-to videos, available 24/7
- When you start, you'll be automatically registered and invited by email to complete this course
- This course was designed and created by your fellow colleagues, who share their hotel operational experience
- You'll appreciate the hospitality industry in a whole new light





Career guide

Career development is all about taking steps towards doing what you love and matching you with the right opportunities

After you've settled in, you'll have access to your own career guide which is filled with advice, guidance and tools to help you take ownership for your career growth and professional development at Mews.

You'll learn how to **identify your strengths** and passions, get clarity on the career direction you want, master great questions to ask for developmental feedback, learn how to write SMART goals and create an impressive personal development plan.

Pick and mix what you need from this guide. You'll get the support you need from the company if you want to make strong moves for your future.

Rewards and benefits



ThanksBen

Get truly flexible benefits courtesy of your own debit card that's topped up every month – spend it on whatever you want



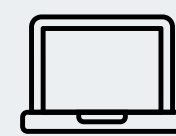
Wellness Wednesdays

Take a 'me day' once a month and join company wellness activities



Mews socials

Join your colleagues in fun socials each month



Flexible working

Work at the best times for you, while supporting the needs of the business



Training and development

Access to competency-based learning paths



Aetna healthcare

Choose to enrol in our excellent healthcare plan, which provides private health and dental insurance



Healthy office menu

A selection of drinks and snacks at the office

Anastasiia Prokopeva

Technical QA Engineer



01

Why did you choose Mews?

Mews attracted my attention when I saw how fast they had managed to grow. I was inspired by the great reviews I saw on Glassdoor regarding the company culture and values. Every day at Mews makes me feel like I made the right choice to join.

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Every day at Mews makes me feel like I made the right choice.

02

What was your onboarding experience like?

Even though everything moved online, Mews managed to make me feel very welcome. I felt positively overwhelmed with the attention given to my needs and experience. The New Hire Onboarding (NHO) training filled me with confidence, helping me learn more about the product and recognise faces I had seen at online meetings. AND it was actually very fun :)

03

Any tips for new starters?

Don't be afraid to speak up. Mews makes sure you're treated with respect in every way you can only think of, and it's easy to feel comfortable socially. It provides huge potential for growth, with opportunities to constantly learn and grow professionally.

Andrea Carriere

Mews Growth Program



01

Why did you choose Mews?

I am a hospitality enthusiast who was frustrated with the industry. Mews is transforming it, so I wanted to join the revolution, be part of the change and create a remarkable experience. I am a bit of a boomerang as I started working at Mews pre-Covid and that's when the Mews Magic hit me. I am very happy to have had the opportunity to come back to finish what I started.

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The MGP has provided me with all round training in multiple departments of Mews, allowing me to develop greater knowledge of the industry and a diverse set of skills.

02

What was your onboarding experience like?

Basically, I consider the Mews Growth Program as a unique training opportunity for my career development, especially at a company like Mews. So far, the MGP has provided me with all round training in multiple departments of Mews, allowing me to develop greater knowledge of the industry and a diverse set of skills. I believe it is a chance to work at something truly big, bigger than the hospitality industry.

03

Any tips for new starters?

Really understand what Mews has planned for the future, and also understand where you can make an impact and join the team of your choosing after the Growth Program ends.

I love Mews for its open culture. When you see a problem, do not walk away from something you can help to fix. You need to believe that we're going to achieve amazing things It depends on all of us.

Tom Denne

Mews Growth Program



02

What was your onboarding experience like?

The Mews Growth Program means exactly what it states in the name: growth. It is the ideal possibility to kick-start your career. In one year I was able to get to know the whole company, understand the structure and collaboration of the different departments. This all helps to understand how a bigger company works and functions. I don't think that there are many individuals who have worked in Finance, in Tech-Support and People/HR at this stage of their career.

01

Why did you choose Mews?

During my last course at the Hotelschool Den Haag, I got in contact with Mews as part of a project we conducted for them. I was fascinated by their vision to rethink the art of hospitality, to modernize the way hoteliers are executing their tasks. Seeing their vision, it illustrated that the hospitality industry as we know it is far behind all the other industries – very old school so to say.

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Mews truly lives up to its open culture and encourages everyone to share their thoughts.

03

Any tips for new starters?

I think it is all about communication and interaction with your co-workers. Mews provides many opportunities to get to know your fellow colleagues, like for example randomly assigned virtual coffees as well as rotation throughout departments. Furthermore, don't be afraid to speak up. I learned that your opinion is always being valued and appreciated. Mews truly lives up to its open culture and encourages everyone to share their thoughts.

Application process

Are you excited yet?
Here are the steps to apply

- 01 Choose a pathway**
- 02 Apply via the Mews careers page**
- 03 Cover letter**
Your desired pathway should be clearly outlined in your cover letter/application

[Visit careers page](#)



Interview process

- 01 Screening**
We'll check you meet the skills profile and eligibility criteria
- 02 Interview stage 1**
Introductory discussion with Talent Acquisition
- 03 Interview stage 2**
Interview with pathway team members and managers
- 04 Interview stage 3**
Interview with Matt Welle, CEO
- 05 Offer**
Start date: 1st September/ 1st March
- 05 New Hire Orientation**
At our Head Office in Prague

03

Frequently asked questions



07 What if there is not an appropriate position available to apply to at the end of my pathway?

We're growing into an international Unicorn and we always have a good number of open roles. We encourage you to liaise with Talent Acquisition three months before your placement ends to forecast potential role openings. We highly recommend you go above and beyond in your role – great talent is recognised, and we do what we can to keep it with us. At the end of your placement, if there really are no suitable roles, please stay connected so we can reach out to you as soon as one becomes available.

08 Will Mews be able to support me with travel and relocation costs if I am relocating to a new country?

Yes. You can expense up to €500 to support your travel costs. Mews will organise and pay for one month's accommodation while you find your own place and get settled.

04

Meet Mews

Here's a little about us



Our story

We founded Mews in 2012 because, as hoteliers ourselves, the open PMS we needed for our properties didn't exist and we were tearing our hair out in frustration with the usual hotel software suspects.

So, we started building our own PMS with the ambitious dream of engineering a slick, cloud-based platform that actually worked and could usher our properties into the future.

Fast forward a year and the first version of Mews was finally ready, and we switched on our first hotel at the award-winning Emblem hotel in our hometown of Prague.

It quickly became clear that we had hit a nerve in the industry and requests for demos of our PMS started arriving thick and fast at our tiny windowless office of just five people.

It turned out hotels across the Czech Republic were just like we were: desperate for a

dynamic and open system with easy and affordable access to any integration, that was fully mobile-optimized, that had an integrated payment solution, that featured online check-in and that allowed guests to directly connect to staff via their own devices.

Suddenly, our hoteliers' businesses were unleashed. Costs and inefficiencies tumbled, bookings and revenue climbed, the need for staff training was drastically reduced and guests became inspired and empowered. But it didn't stop there, soon we had expanded across Europe and beyond.

Today, we have offices around the world with a team of people who are helping revolutionize the hospitality industry. Hundreds of properties, from hotels to hostels to campsites, are plugging in Mews software and finally getting access to a world of apps and automation without all those old frustrations. Oh, and we're only just getting started...



OUR PEOPLE VISION



We nurture a culture that unlocks the potential of our people, where each and every one of us has the opportunity to make an impact.



Our values

01 Ambitious

We're seriously ambitious. We believe that great technology can make the entire human experience better.

02 Resilient

We're tough. The workload might be heavy, but one foot in front of the other. We can handle an intensity workout.

03 Curious

We're innately curious. We read, we discover, we ask questions, we challenge assumptions, and we're obsessed with the word why.

04 Open

We're an open book. We share our work and experiences with one another, and with the world. We believe in an open culture.

05 Human

You can't take risks if you're afraid to fail. We will all make mistakes along the way. The key is to learn, get feedback and improve. We're all human.





Diversity statement

We believe that talent and ambition is the most important factor when hiring. The best products are built by team members who feel safe, embrace bold opinions and try new things. It is our goal to create an environment that welcomes people of all beliefs, values, cultural backgrounds, and ages to make Mews a truly innovative and competitive place to work.

Our differences make Mews.

Meet the Leadership Team



Richard Valtr
Founder



Matt Welle
Chief Executive Officer



Michael Wesner
Chief Commercial Officer



Leah Anathan
Chief Marketing Officer



Honza Široký
Chief Technology Officer



Pavla Munzarova
Chief Finance Officer



Jirka Helmich
Chief Product Officer



Greg Naidoo
Chief Evangelist &
Development Officer



Our mission is to develop **transformational** solutions for brands, and **remarkable** experiences for their guests.

Meet our products

Want to know why our customers love our product and why we were voted best PMS in 2020?



Click here to watch our 10 minute sales pitch



Mews Operations →

A smart, powerful solution that puts you in control of reservation and revenue management, front-office operations, and housekeeping.



Mews Guest Journey →

Provide a connected journey for a connected guest. A personalised and modern experience, increasing engagement with the right automation at the right time.



Mews Business Intelligence →

Mews BI gives you the tools to better understand your business, with flexible reporting and powerful analytics that tell you how you're performing, and where you can improve.



Mews Open API →

Our Open API was the first in the industry, and it gives you the power to easily connect other hospitality tech software with Mews. There are no difficult or expensive hoops to jump through, just open code.



Mews Payments →

Make every payment fast, secure and automatic. A fully integrated payment gateway that uses automation to instantly process transactions with just a single click.



Mews Marketplace →

Welcome to hospitality's biggest marketplace of apps and integrations. Choose from 600+ of the industry's best solutions to improve hotel operations, generate more revenue, and enhance the guest experience.

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Mews is more than just a tech company; **it's really a mindset**, and in the hotel industry this mindset is a key value.

The first time I met Mews, I realised they were perfect to build our brand and to work together.

Valentin Babillot

Head of Digital & Distribution, JO&JOE (an Accor Brand)





NEWS

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