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+230 597 53 527 also on What’s App and other Apps.

Living in Mauritius and holding a Mauritian and French passport

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# French National – Traveling single

Fluent French, English / Computer literate

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My profile is mainly based on 5 stars properties and I currently do Business Development for two International brands with BH First Consulting.

* **African experience** went through an HGM position within the Ex Radisson Blu in Togo, a pre-opening with Golden Tulip in Benin West Africa, two positions in Mauritius with a complete renovation of the SBR managed by Kerzner Int. and a HGM position in Algeria North Africa.
* **Asian experience** went through Consultancy of a big inventory with Sokha, a pre-opening of a fully restored Boutique hotel in Cambodia, a HGM position within the Waterfront Cebu in the Philippines and two HGM positions in the Maldives.
* **Middle East experience** went through the pre-opening of Bayat by Cristal Hospitality in KSA and a GGM position with several projects in Oman.

I am used to pre-openings, multi-property brand standards management, hotel performance review, issues recommendations and accountability on performing critical analysis.

My strong global knowledge of international business protocol is my experience living and working in Europe, Africa, Asia and the Middle East.

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**March 20 – Present Hotel Business Development Consultant** under **BH First Consulting .**

Dual Brand selling - Franchise or Management agreements

**Cygnett Hotels & Resorts** and **Continent Hotels & Resorts.**

[www.cygnetthotels.com](http://www.cygnetthotels.com) - [www.continenthotels.com](http://www.continenthotels.com) - [www.bhfirstconsulting.com](http://www.bhfirstconsulting.com)

**Sept 18 – March 20 Hotel 2 Fevrier ( Ex Radisson Blu ) \*\*\*\*\* / Lome / Togo / West Africa .**

[www.hotel2fevrierlome.com](http://www.hotel2fevrierlome.com)

**General Manager**

*Winner World Travel Award - Togo’s Leading Hotel 2019*

*Winner Haute Grandeur Award - Best new Hotel 2019*

*Winner International Spa award – Best luxury emerging Spa in Togo 2019*

I was hired one year after Radisson’s departure for this single one hotel of 320 rooms and apartments including 7 F&B outlets and a big MICE operation in the inventory.

Worked out on continuing the renovation from the opening, positioning the hotel in giving him visibility, reconnecting on all the GDS and new operators for this guest market driven in the sub region and internationally.

**January 18 – April 18 Thansur Sokha Hotel Casino & Le Bokor Palace \*\*\*\*\* / Kingdom of Cambodia**

[www.sokhahotels.com](http://www.sokhahotels.com) [www.lebokorpalace.com](http://www.lebokorpalace.com)

**Consultant and Cluster GM on INTERIM TASK FORCE MISSION for this Soft opening.**

Work out on a 564 room’s inventory including 7 F&B outlets, Spa, KTV, entertainments, Kids club, outside tours activities and a Casino.

Pre-opening of a 36 rooms Sokha Collection fully restored and refurbished from the first opening in 1925 by the French government and then Residency of the Royal Family of Cambodia.

**April 16 – Nov 17 Bayat by Cristal Hospitality \*\*\*\*\* / Kingdom of Saudi Arabia**

On my transfer to open another cluster property for a different owner under the same Cristal Hospitality umbrella in Riyadh, the new BOD decided to have an Arabic speaking GM.

[www.cristalhospitality.com](http://www.cristalhospitality.com) [www.bayat-hotels.com](http://www.bayat-hotels.com)

**General Manager**

Pre-opening and opening of this 120 room’s inventory property including 5 F&B outlets and Health club.

Settle all SOP’s and P&P’s as per company policies, OS&E, FF&E, insurance policies and assets.

Hired all HOD’s and the rest of the organization chart for team members.

Finalized competitive analysis, marketing plan, action plan, and projection for 2017 with rate parity and budget for 2017 & 2018.

Worked on the GDS, travel tripper, rate gain, website, OTA’s and marketing campaign with our corporate marketing manager in HO.

Year to date ARR SAR 820 for this B to B and government market.

**Pre-opening of Golden Tulip Le Diplomate - Cotonou West Africa – Louvre Hotels.**

**May 14 – March 15 Waterfront City Hotel & Casino \*\*\*\* / Cebu / Philippines**

I was in France since then, as my mother passed away after a long illness, to take care of her and finish the paperwork (That was at this time my priority).

[www.waterfronthotels.com.ph](http://www.waterfronthotels.com.ph)

**General Manager**

2014 Worldwide Hospitality Awards – Best Hotelier Nominee

- Flagship of the company with the biggest Convention center in town.

- Work out on an inventory of 561 rooms based on 12 room categories.

- F&B outlets up to 12 plus concessionaires, rented shops and working offices.

- Convention of 5000 Sq.m up to 13 multi-purpose rooms including a ballroom of 2800 Sq.m.

- Casino with outstanding entertainment, 41,000 Sq.m gaming facilities cumulatively.

2014 Best weighted occupancy compare to the city hotel concurrence in town.   
DI for Rooms 80 % of the room revenue, F&B 40 % of the F&B revenue, GOP 30 % of the Hotel revenue.   
Payroll and related expenses 20 % of the total revenue based on 491 team members budgeted..   
GOP 7 % above budget for Hotel & Convention center only and 5 % above budget including the Casino.   
Ibitda 6 % above budget for Hotel & Convention center only and 5 % above budget including the Casino.   
Went through competitive analysis for all comp sets, transient corporate, transient travel and group in a way to dynamise the sales.   
From the S&M plan, budgeted 2015 with 5 % increase in turn over and worked on a loyalty program.   
Created new events like Waterfront Golf competition and others, launching new products in the convention center.   
Re opened one F&B outlet call the Treff and send to the owner a project for a lounge bar & restaurant under the coupole of the roof top with a 360° view.   
Study the Convention center renovation with the architect.   
Very much involved in the marketing and close to the journalists through interviews and television show to create and push the "What is happening today in Waterfront"

<http://hospitalityawards.com/les-categories/hospitality-awards/2014/meilleur-hotelier/philippe-frugere/>

July 13 – April 14 Olhuveli Beach & Spa Resorts \*\*\*\*\* / Male Atoll / Maldives

Maldivianisation for most of the executives within the company following the election of the owner to the parliament.

[www.sunhotelsandresorts.com](http://www.sunhotelsandresorts.com) [www.olhuvelimaldives.com](http://www.olhuvelimaldives.com)

General Manager

*Winner "Maldives' Leading Beach Resort" 2013. Voted by "Matato Maldives Travel Awards"  
Best Hotel General Manager 2013 for Luxury category. Voted by "Worldwide Hospitality Awards"*

*Trip Advisor Award winner Certificate of excellence 2013.*

- Started to work on a re branding and soft renovation for this 164 rooms property.

- Re conceptualisation of the main F&B outlets and opening of a new restaurant called The Plankton Grill (Live fish / seafood concept)

October 10 – April 13 Al Nahda Hotels & Resorts \*\*\*\*\* / Muscat / Sultanate of Oman

Family wanted to come back in Mauritius.

Part of Al Bahja group of companies [www.anhrgroup.com](http://www.anhrgroup.com)

Group General Manager

*Signature and official launch with Preferred Boutique Hotel in 2012*

*Best Middle East independent Spa Award 2012 – MESPA Awards*

*Pan Arab Oman Bronze Web Award 2010 & 2011*

*Voted Oman Green Award 2010 – An OER Initiative*

- Work out on an inventory of 149 rooms for Al Nahda resort & spa on 30 acres including five F&B outlets and 22 spa treatment rooms.

- Development of a Jungle themed restaurant and conference hall in Muscat city centre.

- Development of a Desert Dunes luxury camp in three phases with restaurant and conference facilities, thirty minutes from the resort in the desert.

- Development of a 250 rooms Beach property within Muscat in three phases starting by the Beach club & restaurant.

- Development of a Jacques Dessange Hairdressing and Beauty salon in our Al Bahja mall.

- Project development for a restaurant in Salalah.

July 08 – July 10 Coco Palm Dhuni Kolhu \*\*\*\*\* SLH Resort & spa / Baa Atoll / Maldives

End of a two years contract, I was offered a GGM position based on development and objectives.

Coco collection [www.cococollection.com](http://www.cococollection.com)

General Manager

*World Travel Awards winner for Maldives’ Leading Resort 2010*

*First Resort to be certified Silver Green Globe / Earth Check in 2010 within the Maldives*

*Bronze Green Globe certification in 2008, 2009 and 2010*

- Inventory of 99 rooms SLH Boutique hotel with guest to staff ratio of 1 to 2.5

- Average room rate USD 350 per room occupancy of 85 % per year.

- Most of the guests in HB or BB.

- Achieved GOP & NOP budget percentage

- Balance in % between the total gross revenue in F&B & rooms (32/50)

- Departmental profit percentages in F&B and rooms (61/78)

- Focus on Customer satisfaction & Secure customer index with high percentage of repeaters.

Nov 04 – April 08 Sugar Beach resort \*\*\*\*\* / Flic en Flac / Mauritius

Been offered a General Manager’s position in the Maldives.

*Managed by* Kerzner Int. [www.sugarbeachresort.com](http://www.sugarbeachresort.com) - now Sun resorts Ltd.

Deputy General Manager

*Hotel of the Year Award in 2006 – 2007*

*Special commendation for People & Quality performance*

*First in Southern Hemisphere to be certified ISO 9001-9002, ISO 22OOO, ISO 14000*

*- Work out on a USD 30 M renovations during ten month before closing the hotel for four month.*

- Inventory of 258 rooms for 500 team members on property.

- Average room rate 120 € for an occupancy of 82 % per year.

- Achieved GOP budgeted percentage

- Balance in % between the total gross revenue in F&B & rooms (42/54)

- Departmental profit percentages in F&B and rooms (48/87)

- Focus on Customer satisfaction index and Secure customer index (BSC)

April 03 – May 04 Hotel Indian resort and spa \*\*\*\* / Le Morne / Mauritius

Returned to France for my wedding and some family notary acts

[www.apavou-hotels.com](http://www.apavou-hotels.com)

F & B Manager

- 350 rooms, most of the guests in HB or AIP.

- Six restaurants / conference rooms / banqueting / room service / mini bars / nightclub

- Balanced % between the total gross revenue in F&B and rooms (50/50)

**Nov 99 – Jan 03 Les Dromonts \*\*\*\* Parc Hotel du soleil & Alpe Hotel** **/ Eureka Tour / France**

Looking for a General Manager’s position abroad Interim assignment to manage re-opening

General Manager

**Member of the board of Directors for the Tourism Office**

- 70 rooms + 148 rooms + residential apartments and convention center.

- Average room rate 183 € & 106 €.

**March 01 – Oct 01 Phoenix Hotel \*\*\*\*\* Oran / Algeria**

Left the company as the country was not safe enough

[www.edenphoenix.com](http://www.edenphoenix.com)

**General Manager**

- 103 rooms / Meeting rooms and convention center / Big F & B operation and second hotel in construction.

- Consulting and marketing for other hotels of the Cherif Group.

- Average room rate 9 092 DA / 125 €.

- Lowered food and beverage and labour cost by implementing new training procedures for the staff, reducing staff turnover, reducing absenteeism by having a good rapport and motivating the staff.

- Introduced new goal setting for the staff.

- Designed and implemented new procedures.

- Represented Phoenix hotel Group on promotional events and took a leading roll in promoting the hotel in the Television and Print media.

May 98 – May 99 Campo Dell’Oro Hotel \*\*\*\* / Ajaccio / Corsica

[www.hotel-campodelloro.com](http://www.hotel-campodelloro.com)

###### General Manager

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- 140 rooms / 750 m2 of conference and meeting rooms / Convention center / Night club.

- Average room rate 109 €.

**Sept 92 – Fev 98 Hotel Les Terrasses d’Eze \*\*\*\* / Monte Carlo / France**

[www.hoteleze.com](http://www.hotel-eze.com)

**EAM i/c of Food and Beverage & Sales**

- This 75 keys hotel had a Gastronomic restaurant, two bars, a grill restaurant at the pool, seminar rooms and banqueting, one gift shop and catering service.

- Set up of the marketing and sales business, following of the full structure of activities. Designed and implemented F & B festivals.

- Balance in % between the total gross revenue in F & B and Rooms division (50 / 50).

**Oct 88 – August 92 SA Le Train Bleu Ltd \*\*\*\* / Paris / France**

Historical monument in the heart of Paris[www.letrainbleu.com](http://www.le-train-bleu.com)

**Director of Food and Beverage**

- Multi profit center, one historical luxury restaurant, two sales shops, two others restaurants, one pizzeria, one grill restaurant, six bars and take away sales points.

- About 320 employees in the company SA Le Train Bleu for 100 % of the total gross revenue in this F & B sales department.

**Oct 84 – Sept 88 IHG Crowne Plaza Paris République \*\*\*\* / France**

Promoted by my ex F&B Manager from Carlton Inter Continental in Cannes [www.crowneplaza.com](http://www.crowneplaza.com)

**Food and Beverage Manager**

- F & B Training Program in Memphis IHG Crowne Plaza \*\*\*\* / United States

- Increasing responsibilities in this international Hotel of 330 rooms with 33 % of total hotel gross revenue for the F & B.

- Profit and loss responsibility for two bars, a coffee shop, room service 24h / 24h, banqueting and a main restaurant with musical entertainment in two locations .

- Direct responsibility for a headcount of 46 employees, plus 25 for the chef in the blue ribbon kitchen.

- Participation in all top level staff meetings and general manager’s strategy sessions.

Oct 83 – Sept 84 Casino & Convention Center / Palais des Festivals / Cannes / France

Biggest event 3600 pax within the convention center [www.palaisdesfestivals.com](http://www.palaisdesfestivals.com)

Events and Catering Manager

**- Opening of the Convention Center for the International Film Festival**

- Set up, organisation and following of the full structure of activity, for all the manifestations realised within or out this Convention Center

PROFESSIONAL EDUCATION & TRAINING

* Managing underperforming Properties online course I EHL I Digital learning platform
* Covid 19 online course I eHotelier I Digital learning platform
* Negotiating your salary online course I PMI Linkedin I Digital learning platform
* The six morning habits of high performers online course I PMI Linkedin I Digital learning platform
* Motivating and engaging employees online course I PMI Linkedin I Digital learning platform
* Six Sigma Green belt online course I PMI Linkedin I Digital learning platform
* Negotiating your leadership success online course I PMI Linkedin I Digital learning platform
* Developing managers in organisations online course I PMI Linkedin I Digital platform
* Acting decisively online course I PMI Linkedin I Digital platform
* Learning personal branding online course I PMI Linkedin I Digital platform
* Mentoring others online course I PMI Linkedin I Digital platform
* Project Management Professional online course I PMI Linkedin I Digital platform
* Project Management Foundations Budget online course I PMI Linkedin I Digital platform
* Project Management Government Projects online course I PMI Linkedin I Digital platform
* Sugar Beach resort Managed by Kerzner International \*\*\*\*\* - Now Sun Resorts \*\*\*\*\* I Mauritius.

Powering a service culture, Advanced HACCP, Leadership program, Protocol & Etiquette.

* Ceforest I Paris I France “General Manager Training Program “rotations
* **Gray d’Albion Hotel \*\*\*\* I Cannes I France.**

Elitair Roissy Airport I Paris I France.

Casino of Enghien les bains \*\*\*\*\* I Paris I France.

* Intercontinental IHG I Memphis I USA “ Management Training Program “
* Intercontinental IHG I Brussels I Belgium

Instructor Techniques, Finance, Train the trainer, Trainer skills, Interaction management for management.

* National School of Hotel Management Nice & Paris I France.

**French Diplomas: CAP I BEP I BTS**.

References available on request or on [www.linkedin.com/in/philippe-f-frugère-5a54862](http://www.linkedin.com/in/philippe-f-frugère-5a54862)