Contact Information:

**Name :** Aldo Stinchetti **Cell Phone :** +20100-6692764/00971564154696 **Email :** [Stinchetti@yahoo.it](mailto:Stinchetti@yahoo.it)

**Marital Status :** Married with one daughter

**Nationality :** Italian

**Address**  **:** Retaje Compound, apartment 103/104 New Cairo, Cairo

Core Professional Strengths:

* Hospitality professional with over 30 years of experience in the industry and have a strong background in operations. Started my career in Florence city Hotels as front office team member, I than moved to UK where I started working in prestigious establishments such as The Savoy Hotel and Mosimane’s Club restaurant where I gain great experiences in the field of the food&beverage operation. Terminated my experiences in England (where I had the opportunity to improve my English language), I moved back to Italy in Hilton Cavalieri Rome where I started as chef de rang for the first six months and promoted as Maître d’hôtel performing my duties in the La Pergola Restaurant (today three Michelin stars) and in the banquet’s operation. My career ladder ambitions continued to improve once I moved to Egypt where I started as Restaurant Manager in 1999 and then promoted through all the necessary steps requested to achieve Executive Management roles that I am handling since 2004 (Hotel Manager in charge of three Hotels) till at these present days in UAE (Al Aqaa’h and Fujerah) where I am responsible for three different properties as Cluster General Manager
* Communication:I have good skills in confronting every day with my employees, colleagues, and superiors. Pay much attention to what are the problems that my staff has to deal with and I am always available to them to support them
* Organizational/managerial skills: A very dynamic, result-oriented, and dedicated business professional with demonstrated success within the Hospitality Industry. History of providing effective leadership with a focus on total organizational coordination to efficiently manage operation provides innovative concepts, supervise high-performing team and oversee staff.
* Job-related skills:extensive background in quality and in large Food and Beverage operations, accounting, and administration education with excellent P&L know-how with the proven ability to control cost and positively impact the bottom line. Experience in managing Hotels and negotiating difficult situations (Arab spring in Egypt and several incidents, Covid 19 etc)
* Track record of exceeding goals, boosting sales, and increasing revenues and owner returns figures.

Education & Training Courses

**1 Sep 1977–15 Jul 1982** Diploma of Accounting

Technical Institute Francesco Marchi

# **1 Jan 2010–16 Dec 2010** Certificate for Hotel Managers

Cornell University

Ithaca, 00000 Ithaca (New York)

Financial, Sales and Marketing, Leadership, Revenues, Human Resource

# **1 Jan 2010–20 Dec 2010** Master for Hotel General Manager obtained in Cairo with Cornell University

Cornell University

Ithaca, New York

Finances, Human Resources, Leadership, Sales & Marketing, Problem Solving. Staff organization and motivation. Revenue Management, Cost volume profit analyses

Professional Experience:

* **Cluster General Manager: Sandy Beach Hotel, Holiday Beach Hotel, Fujarah Hotel&Resort (UAE)**

1st November 2023: responsible for the entire operation of the three properties for a total number of 220 rooms, several fb outlets, wine sellers, outside catering, conferences rooms, discotheques etc.

Main tasks to re-organize the overall structure from an organization chart point of view and ensure proper hiring process for each single position missing in each hotel with the target to have a strong impact in the short-medium terms in regard of improving the overall quality of services actually provided, to increase the previous year occupancy, have better financial owning returns and have an excellent position in the market when it comes to customers satisfaction.

* **General Manager Old Palace Resort Sahl Hasheesh**

⇨01stFebruary 2016 ►till 16th October 2023

Duties & Responsibilities

Full responsibility for the entire operation of Old Palace Hotel (part of Sharm Dreams Group), a 250

Rooms Resort located in the beautiful destination of Sahl Hasheesh, 15 km from the International Airport

of Hurghada, in Egypt, Red Sea.

Leading a team of 240 associates, the property includes 7 food and beverage outlet (main restaurant,2 a

la carte, 4 bars, discotheque and two meeting rooms)

I started this assignment at the beginning of 2016 and despite that during that period the industry in the

Country was not very stable (due the Russian plane accident in Sharm El Sheikh), we achieved good

financial results while keeping the asset in excellent condition.

The overall improvement in the country political and economy situation was well visible during 2017 where

Owner return reach a 23% net from total revenues to end during 2018 to an excellent team performance

that scored a 38% NOP.

Maintain and uplift the quality of the hotels, manage the financial balance during challenging situations,

select and hire dynamic and enthusiastic leaders to promote the hotel standards, create an environment

that functions based on balanced score card of figures to measure and achieve success, motivate

and inspire leaders of the hotel to think out of the box, and come up with innovative ideas to

confront situations and issues, drive revenue, and use the wide public relations and my personal

connections (my new role of Italian Honorary Consul in the Red Sea support as well my excellent

outgoing personality and character), to promote the hotel and the company by bringing into the

already good existing market mix other new individual customers and tour operators.

* **Corporate Director of operation Porto World Hotels & Resort (Amer Group), Egypt**

⇨01stFebruary 2015 ►till 31stOctober 2015

Duties & Responsibilities

Responsible for the operation of 7 Hotels located in different part in Egypt (4 in Ain Sokhna, 2 in the Mediterranean Coast, 1 in Sharm El Sheikh, and 2other properties on the pipeline expecting to open in 2016, 1 in Jordan and 1 in Morocco for a total number of 1600 rooms.

Reporting directly to the Company CEO, my main role is to review all the Hotels operation in regards of manning, new hiring, new FB concepts by implementing new menus and have better consistency in food quality, maintain and improve our ADR and ARR, increase the frequency and quality of training, reduce the turnover in each properties, review staff benefits, improve our ranks and customers satisfaction, achieve and exceed budget expectations increasing overall revenues and have a better control on the expenses (without affecting the quality), ensure that proper Ken fix it and preventive maintenance program is implemented in all the Hotels in order to keep our asset in good conditions, improving the communications between all the DH of the Hotels and with the Corporate office, ensure that all the SOP manuals are implemented and follow up.

* **General Manager Baron Palms Resort, Sharm El Sheikh , Egypt**

⇨15thJanuary 2014 ►till January 2015

Four-star boutique hotel, and perfectly situated in the heart of the Sinai Peninsula, the Baron Palms in Sharm El Sheikh is a popular destination for its splendor. Winner of several awards (TUI Travel, Trip Advisor for the excellent quality 'of the product and of its services, and Holiday Check for consistency in the high professionalism of the staff, the Hotel is a perfect choice for adults and couples.

The hotel consists of 230 spacious rooms and suites that offer privacy with unparalleled views of the swimming pools (heated in winter), and a variety of dining options from the international buffet, snacks, a la carte restaurants, room service available 24 hours plus conference and meeting rooms where you can hold business meetings for up to 600 people.

KEY ACHIEVEMENTS

During my period, we increased revenue in restaurants by 25% over the previous year, decreased by 7% the cost of food in comparison to 2013, decreased by 40% staff turnover, and we have added to our other partners’ portfolio value international market from English and German.

* **General Manager Resta Hotels & Resort, Marsa Alam Red Sea Egypt**

⇨01stNovember 2011 ►till 10thJanuary 2014

Duties & Responsibilities

The Hotel consists of 400 rooms, 10 dining options including 2 a la carte restaurants, one international buffet, 1 Asian restaurant, 1 pub, 1 nightclub, room service operates 24 hours, and two bars / restaurants at the beach and pool.

It ran about 450 staff members and the Hotel had an annual volume of business that was around 5.5 / 6 million euro.

During my administration, these were my main achievements:

* Opening of three new restaurants;
* increase of 50% on food and beverages revenues;
* Increase of 40% on rooms upgrade and late check out;
* Achieved 92% of customer’s satisfaction according to our internal assessment system
* Increased 20% of total revenue compared to the two previous years;
* Awarded as second best hotel in Marsa Alam (out of 85)
* **Jaz Hotels&Resort from 2007 till 2011**
* **General Manager Iberotel Il Mercato ,Sharm El Sheikh Egypt**

⇨01st September 2010 ►till 30th June 2011

Duties & Responsibilities

I was responsible for all the pre - opening activities (recruitment, marketing strategies, snag lists with all HOD, implementation of the SOP manuals, coordinating all the operation activities and relations between the Owning Company and the Management Company, and everything related to the day to day operation which has a total of 290 rooms, 5 restaurants, 3 bars, 2 conference rooms for a total of 250 employees under my direct leadership.

* **General Manager Iberotel Lido (Jaz Hotels&Resorts) Sharm El Sheikh, Egypt**

⇨20th September 2008 ►till 31st August 2010

Duties & Responsibilities

Iberotel Lido is ' a classic " boutique "hotel located in the heart of Naama Bay that offer a spectacular sea view for almost all of its 80 rooms directly on the beach and ' one of the most ' popular venues in this popular destination.

Much appreciated by customers (rated number 3 in Trip Advisor during my administration and Holiday Check), this Hotel consists of 4 restaurants including one right " in the sea " over a small marina, room service 24 hours, top roof swimming pool heated during winter and also a small massage room .

Most significant achievements were a consistent GOP between 30 to 35%, during these two years, an important increasing of the daily overall revenues with particular improvement at the 'On Deck" restaurant through special events and functions.

Maintaining close relation with the Owning Company to ensure that the communication flow with the Management Company was always at the best level.

Decreasing by 25% the staff turnover versus the previous years; increasing the ARR by 10% through acquisition of new partners and through successfully market campaign with local and international Companies in Cairo were other remarkable achievements.

* **Assistant General Manager Grand Plaza Hotel, Hurghada, Egypt**

⇨01st April 2007 ►till 31st July 2008

Duties & Responsibilities

My responsibilities consisted mainly in following the daily operations 'of all departments and ensure that everything was working well to satisfy our customers. Together with the General Manager were working with our Sales Department so that they can optimize the maximum occupancy of the Hotel (running yearly between 80/85%). During this time I have completely changed the concept of a restaurant that was dedicated to customers in All Inclusive basis in a typical Italian restaurant. In the short span of three months the restaurant (much appreciated by the customers and residents of Hurghada) become one of the top spot of the City and with its growing daily income contributed to the overall success of this property which consists of 400 rooms, 6 restaurants, 4 bars, 2 conference rooms.

KEY ACHIEVEMENTS

* Conducts such functions as interviewing, hiring, employee orientation, performance appraisal, coaching, counselling and dismissal if necessary.
* Participates in preparation of the hotel's strategic plan, marketing plan and goals.
* Turning an all-inclusive pool restaurant in a la carte specialized in Italian food. Re-design menu, staffing and set up this outlet immediately contribute to increase the extra food and beverage revenues by 25,000/30,000 USD on a monthly basis
* Successfully reduced employee turnover from 55% to 35% during 15 months
* **Hotel Manager/General Manager Domina Group Hotels& Resort (0ct 2004/March 2007)**
* October 2004 March 2005 in charge of 3 hotels within Coral Bay Sheikh Coast
* April 2005 January 2006 General Manager at Domina Sultan (Hammamet, Tunisia)
* February 2006 March 2007 General Manager at Domina Royal in Positano, Italy

KEY ACHIEVEMENTS

* Leading a team of 300 members of staff out of the 1500 of the entire property
* Introduced up selling techniques & dine around card
* Effectively managed all aspect of timeshare development and operations
* Developed a new performing team (Prestige Hotel in Coral Bay) that lead the Hotel to the highest market share, revenues and profit since the opening of it.
* Designed new concept for two a la carte Restaurants
* Implement revenues/cost saving plan according to Head Office targets
* Improved customer satisfaction ratings from 80 to 92 in 6 months
* Ability to manage difficult situation
* Implement and lead a contingency plan and able to lead extraordinary events.

**Assistant FB Manager/FB Manager/FB Director Red Sea Hotels January 1999/September 2004**

⇨15th December 1998 ►till 01st October 2004

* Assistant FB Manager at Grand Hotel Dec.1998-Dec.2000**.**500 rooms 10 FB outlets and 200 employees,
* FB Manager for the opening of Siva Grand Beach Jan. 2001-Dec. 2001, 600 rooms 8 FB outlets.
* Director FB Grand Resort Hotel 850 rooms, 15 FB outlets with a total of 250 staff.

KEY ACHIEVEMENTS

* Maintain high standards of food & beverage and guest service quality
* Contribute to the profitability and guest satisfaction of other hotel departments
* Increase level of guest satisfaction by delivering of an improved product through employee development, job engineering and quality image
* Increase extra Food and Beverage Sales by 30% over the previous years and achieved the highest sales in the resorts history for NY Eve food and beverage sales for two years in a row in the Italian and Oriental restaurants.
* Created and opened 2 new outlets
* Acted as project manager for the fb department and producing all staffing guidelines, SOP, menus for the new opening of Siva Grand Beach.

**Domina Coral Bay, Ass. FB Manager**

5 stars resorts Hotels with 850 rooms, 12 FB outlets and 180 employee in the department

⇨01st February 1998 ►till 10th December 1998

Key Achievements

* Opening successfully 4 Restaurants (3 a la carte and 1 buffet)
* Established daily training aimed to improve the entire FB operation.
* Coordinate, under the guideline of the Director of FB and the Executive Chef, all the new concept a related menu' for all the outlets.
* Ensure that all food hygiene procedures were all in places and implemented
* Create separates inventory for each area in order to have a better inventory control.

**Assistant Restaurant Manager/ Maître d’hôtel Hilton Cavalieri International Rome (Italy)**

⇨01st October 1996 ►till 01st October 1997

Duties & Responsibilities

Employed as Chef de Rang at "La Pergola" roof restaurant (actually rated 3 Michelin Stars) and promoted after six months as Maître d’hôtel working between the banqueting and events department and La Pergola, organizing all the aspects related to the service in coordination with the first Maître D’ Hotel .La Pergola, one of the finest fine dining in Rome and all Italy, catering special clientele.

**Assistant Head Sommelier Anton Mosimanns Restaurant London (United Kingdom)**

⇨01st June 1995 ►till 30th September 1996

Private restaurant club dedicated only to a selected segment of clientele such as late HRH Princess Diana, HRH Sarah Ferguson, Sir Connery, Sir Frost, Sir Rocco Forte, HRH King of Jordan and many others. The restaurant has 120 seats and 4 private functions rooms for special events, my duties were related to assist the Head Sommelier during the daily operation.

Languages:

* Italian: Mother tongue
* English: Very good in both written and spoken
* French: Good in both written and spoken
* Arabic: Good spoken and understanding

Computer Skills:

* Microsoft Office ( Word, Excel , Power Point , Outlook )
* Opera System.
* Fidelio System

References:

* Mr. Adel Abd Sattar CEO at Porto World Hotels (Amer Group)

Email; adel.abou.donia@gmail.com Telephone: 0020114467500

* Mr. Stephan Franco Corporate Director Operation at Jaz Hotels & Resorts

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* Mr. Francesco Borrello CEO Domina Group

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