

GIOVANNI VALENTINI

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Experienced and innovative Project Development Manager with exceptional customer service and decision making skills while being able to achieve exceptional company results and motivate & direct the team with a unique and passionate leadership style.

CAREER HIGHLIGHTS

- Assistant Manager at Redefine BDL Hotels, the largest independent hotel Management Company in the UK with 60 hotels under management, representing 6,700 rooms. Appointed to various projects within the Redefine BDL Hotels portfolio as Project Development Manager.
- Opened, launched and developed the first "Open Lobby Concept" in Europe at the Holiday Inn London Branford Lock. Pilot project for the Holiday Inn brand within the InterContinental Hotels Group portfolio.
- Project Manager for the launch and development of the second "Open Lobby Concept" in Europe at the Holiday Inn London Camden Lock. Awarded in June 2013 from Tracy Robbins (IHG - Executive VP HR & Global Operations Support) and Philip Taylor (IHG Director - Hotel Performance Support UK & I) as Project Management Skills - Open Lobby Concept - and achieved Hotel Motivator Award 2013, Holiday Inn London Brentford Lock.
- Opened and managed one of the Biggest Residential Accommodation Plots within the London 2012 Olympic and Paralympic Village. Achieved CEO Special Award 2012 from Angela Brav – Olympic Village Performance and Outstanding service delivery.
- Successfully motivated staff members resulting in exceeding "Company Key Performance Indicators" and increasing the Hotel's reputation through online Social Media and Guest's Feedback. Awarded "Hotel Motivator 2011" – Holiday Inn London Camden Lock.
- Introduced new products, designed new procedures, developed new plans and trainings resulting in increased productivity, guest satisfaction and team motivation.
- Lead staff induction, knowledge and connection training. Increase departmental productivity by carrying out career development with underperforming staff members.
- Awarded "Passion Player 2010" – Park Plaza Hotels and Resorts Company.

INTERCONTINENTAL HOTELS GROUP / Redefine BDL Hotels

August 2010 – present

Working for the largest Hotel Company in the world with 11 brands operating under franchise, managed and owned Hotels. Redefine BDL Hotels operates 60 Hotels in the UK and worldwide under brands such as Crowne Plaza, Holiday Inn, Express by Holiday Inn, Best Western as well as independents like The Grand Jersey Hotel & Spa and employ 3,000 people.

Redefine BDL Hotels Assistant Manager

October 2012 - present

Appointed to run projects in various locations within the Redefine BDL Hotels portfolio in order to accomplish Company's goals and expectations. Reporting directly to the Area Manager of the Redefine BDL Hotels, I am in charge of the opening and support of new refurbishment, hotel opening and various projects of the assigned Hotels.

- Launched and developed the first IHG "Open Lobby Concept" in Europe at the Holiday Inn London Brentford Lock. Pilot project for the Holiday Inn brand within the InterContinental Hotels Group portfolio.
- Project Manager in charge of the launch and development of the second IHG "Open Lobby Concept" in Europe at the Holiday Inn London Camden Lock.
- Appointed Deputy GM at Holiday Inn London Brentford Lock.

London 2012 Organizing Committee Olympic and Paralympic Games Deputy Residential Service Lead

June 2012 – October 2012

Selected from InterContinental Hotels Group for the secondee programme at the London 2012 Olympic and Paralympic Games. Being chosen from over 345,000 employees distributed in 4,500 Hotels in nearly 100 countries. Managing as Deputy Residential Service Lead a residential accommodation building in the Olympic and Paralympic Village with a capacity of 1,900 beds divided in 6 blocks and over 2,500 athletes/officials.

- Reporting to the Residential Services Lead (RSL), responsible for the management of the front desk services, including guest welcome, issue resolution, concierge services and customer service.
- I liaise with other service delivery partners including the local housekeeping and facilities manager, to ensure a high standard of operational delivery within our accommodation building.
- Whilst Nationals Olympic Committee/National Paralympic Committee Chef de Mission relations are the responsibility of the NOC/NPC Relations Team, I'm aware of the key client groups within our accommodation zones (NOC/NPC Chef de Missions) and deal with them daily to ensure that any operational issues are quickly resolved and reported through the right channels.

**Holiday Inn London Camden Lock
Senior Duty Manager**

August 2010 – June 2012

Under the direction of the General Manager, provide supportive functional and unique assistance to all internal and external guests. Serve the community whilst promoting the desired work culture around the core values of the Redefine International Ltd and the brand ethos.

- Co-operate, co-ordinate and communicate with other departments with exceptional manner; respond to and predict guest needs & wants in order to resolve related challenges by serving Guest Relations in greeting, rooming, special arrangements and liaising with VIP guests.
- Manage the guest relation functions to ensure corrective action is taken to resolve guest experience and ensure excellent/unique guest service is delivered at all times.
- Analyses the rate variance report to ensure room revenue control. Promote inter-hotel sales and in-house facilities.
- Appreciate the dynamic nature of the Hotel industry and extend these service attributes to all internal customers.
- Review and update existing standards to ensure competitiveness and guest loyalty.
- Ensure that the Hotel complies with the current H&S Regulations, Fire Life and Safety Laws.
- Monitor appropriate standards of conduct, uniform, hygiene, and appearance of staff.

CARLSON HOTELS GROUP - PARK PLAZA HOTELS AND RESORTS

April 2009 – August 2010

Global Family-Owned Hospitality and Travel Company with 1,300 Hotels distributed in 130 countries and territories.

**5* Plaza on the River London
Guest Relations Agent**

October 2009 – August 2010

Under the direction of the Resident Manager, had full control of ensuring that all guests' needs and wants are met with exceptional service and assistance. As part of the global hospitality and travel company Carlson Hotels Group, the Plaza on the River is the only Luxury 5* all suite property of the Park Plaza Hotels and Resorts Company.

- Monitor arrival/departure lists and function sheets to ensure all VIP's are met and given a special welcome into the Hotel and assist the Reception department to ensure that all quality standards are met.

**4* Park Plaza Riverbank London
Business Centre / Guest Service / Switchboard Attendant**

April 2009 – October 2009

EARLY CAREER – INTERNSHIPS

FRONT OFFICE ASSISTANT MANAGER – The Windermere Hotel London May 2008 – December 2008

MARKETING ASSISTANT MANAGER – Sunrise Beach Hotel Spain

June 2007 – September 2007

PROFESSIONAL QUALIFICATIONS AND EDUCATION

The University of Buckingham c/o European School of Economics

Degree of Bachelor of Arts (Honours) in International Business with Specialization in Hospitality Management and Finance

Campus Location: **2005/2006:** Rome, Italy **2006/2007:** Empire State Building - NY USA
2007/2011: Hyde Park Corner, London – UK

AWARDS AND CERTIFICATES

- Project Management Skills Open Lobby Concept Award in June 2013 from Tracy Robbins (IHG - Executive VP HR & Global Operations Support) and Philip Taylor (IHG Director - Hotel Performance Support UK & I).
- Motivator Award of the Year 2013 – Holiday Inn London Brentford Lock.
- CEO Special Award 2012 from Angela Brav – Olympic Village Performance and Outstanding service delivery.
- Motivator Award of the Year 2011 - Holiday Inn London Camden Lock.
- Employee of the Month Award (February 2010) - Park Plaza Riverbank and Plaza on the River.
- AA 5* Recognising Excellence Training 2009: Five stars Hospitality & Service Workshop certificate in recognition of attending the AA training course.
- Management Certificate of Hotel Water Hygiene, Health and Safety, Crisis Management and Risk Assessment.
- First Aid Training course provided by the British Red Cross.
- Revenue academy training Level 1 and Level 2 - Diploma and Honours certificate obtained.
- Individual, Corporate, Government and Group Reservations training certificate.

References and Certificates are available upon request, interview or online

I look forward to hearing from you,
Yours Faithfully,

Giovanni Valentini