

# Mario Mendis

## Passionate International Hotelier

Brisbane – Colombo – Dubai – Bermuda – Bangkok – Hua Hin – Da Nang - Pattaya – Saigon

Nationality: Australian - DOB: 31<sup>st</sup> January 1982

### AREAS OF EXPERTISE

- Innovative Leader
- Coaching Skills
- Performance Management
- Cultural Management Awareness
- Disruptive Management Skills
- HMA Management
- Event Management
- Budgeting & Financial Planning
- Revenue Management
- Business development
- Owner Relations
- Sales & Marketing
- Pre-Opening Concepts
- Client Relations
- Quality Control
- Multiracial Leadership Skills
- 22+ years in the Hotel Industry

### CAREER JOURNEY

#### General Manager

##### **Sofitel Saigon Plaza - Ho Chi Minh City – Vietnam**

5 Star Luxury City Hotel

August 2018 – Current

<https://sofitel-saigon-plaza.com/>

Coaching, inspiring and supporting the operational departments of this fabulous 5 Star Luxury City Hotel. Sales & Marketing / Revenue Management / Food & Beverage / Rooms Division / Engineering / Security / Human Resources / Finance / Information Technology / Owner Relationships

- 287 keys - 6 Food & Beverage Outlets, Ballroom with 450 sqm with 7 meeting rooms totaling 400 sqm- Strong Regional MICE events from Thailand, China, Singapore, Hong Kong & Malaysia plus Local Blue-Chip Vietnamese & FDI Companies – Michelin Star Chef Events – High profile caterings for Consulates & Diplomats – Annual total revenue pre-covid 400-450 Billion VND – GOP margin 40-43%
- Started as EAM on August 2018, title changed to Hotel Manager on January 2020, took over as Acting General Manager on January 2021, subsequently promoted to General Manager in August 2021
- Directly reporting to the owner's son who is the General Director of the Plaza Hotel Company which owns the Sofitel Saigon Plaza Hotel & the adjacent Central Plaza Office Building, and to the VP Operations for Accor Vietnam
- Management direction for the entire Hotel Operations in implementing the brand and hotel strategy, to meet targets for quality of service & products, revenue and profitability.
- Actively participates in the strategic planning and ongoing development of our environmental commitments, overseeing the health, safety and security of our guests and colleagues.
- Ensures that all operational departments are maximizing revenue and profit potentials while minimizing cost.
- Driving the guest centric culture in the hotel and creates awareness and understanding among all colleagues on the importance of the guest experience.
- LQA Audit March 2019 scored 94 – 4<sup>th</sup> Ranked Sofitel in the world for LQA results

#### Executive Assistant Manager i/c Food & Beverage

##### **Centara Grand Mirage Beach Resort - Centara Hotels & Resorts - Pattaya - Thailand**

5 Star Deluxe "Lost World" Themed Family Resort with Waterpark

January 2017 – August 2018

<http://www.centarahotelsresorts.com/centaragrand/cnbr/>

( 1 year & 8 months resigned due to career progression)

- 555 Keys – Lost World Themed Hotel with a large-scale Water park & Recreation
- 10 Food & Beverage outlets, plus 2 club lounges – average around 1,300 - 1500 covers daily for breakfast, lunch & dinner
- Part of the revenue strategy team, meeting weekly for total hotel revenue/forecasting & budgeting expenses
- Developing revenue management strategies to increase MICE revenue & occupancy
- Leading a team of 264 Food & Beverage, Kitchen & Stewarding members
- Achieved 93% in Employee Engagement Survey, and over 88% for internal & external quality audits.

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- Achieved 96% total budgeted top line revenue 2017
- Over 10 Million USD Gross Sales in F&B revenues – 36-38% GOP Margin
- 1 Grand Ballroom up to 1,200 people capacity, plus 6 break out meeting rooms – outside catering specializing in Thai Royal Family Events, Thai & International companies, plus ASEAN MICE groups.
- TripAdvisor - No.1 spot in 2017/2018 Thailand Family Hotels category and ranked 4th in Asia 2018.
- Assume the leadership of the hotel operations in the absence of the General Manager

## **Director of Food & Beverage & Recreation**

### **AccorHotels - Pullman Da Nang Beach Resort - Da Nang – Vietnam**

5 Star Luxury Resort Hotel

February 2015 – January 2017 ( 2 years resigned due to career progression & family commitments)

<http://www.pullman-danang.com/>

- 186 Keys – Avg year-round OCC 89% - 5 Food & Beverage Outlets – 86 Team Members
- 1,100 Sqm of Meeting Space – 1 Grand Ballroom plus 6 meeting rooms - Strong Regional MICE events from China, Singapore, Hong Kong & Malaysia plus Local Blue-Chip Vietnamese Companies
- V.V.I.P Events for Danang Tourism & Government - High profile visits by Prime Minister of Vietnam, Prince Consort Denmark, Prime Minister of Slovakia, Ambassadors of USA, Australia & UK to Vietnam. US Navy high ranking officials.
- Succession planning of 12 local (Vietnamese) team members being promoted into supervisory/management level
- Total F&B GOR 2016 - Exceeded Budget by 20% and Y.O.Y by 24% – Total F&B GOP - Exceeded Budget by 15% and Y.O.Y by 44%
- Part of the revenue management team in implementing strategies to increase revenue in MICE and hotel occupancy/Yielding initiatives
- Maintained regional MICE events with effective banquets team and personal banquets butler service
- Total Budgeted Recreation GOR 2017 – Exceeded Budget by 36%
- Assume the leadership of the hotel operations in the absence of the General Manager

## **Executive Assistant Manager i/c Food & Beverage**

### **Amari Hua Hin - ONYX Hospitality Group - Hua Hin - Thailand**

4 Star Deluxe Resort Hotel – Flagship Resort Hotel for Amari Brand 2012

November 2012 – February 2015 ( 2 years & 3 months resigned due to experiencing a new country for career progression )

<http://www.amari.com/huahin/>

- 223 Keys plus 240 residences – Avg year-round OCC 65%
- 5 Food & Beverage Outlets – 65 Team Members
- 950 Sqm of Meeting Space – 1 Grand Ballroom plus 7 meeting rooms
- 1,500 Sqm of Open Venue Meeting Space
- TripAdvisor Champion, plus Food Hygiene & Safety Champion for the Hotel
- Total Budgeted GOI 2014 / 90% achieved
- Total Budgeted GOP 2014 / 95% achieved / 14% over total budgeted GOP for F&B Outlets
- 90% & 92% scores for F&B Brand Audit & Back House – 2014
- Total Budgeted GOP 2013 / 5% over total budgeted GOP for F&B Outlets
- Maintained a 3.15% turnover ratio for F&B team members
- Implemented new F&B concepts – Wine Lounge (100+ labels) increased wine sales by 49% in Reef Deli, Destination Beach side dining increasing revenue by 38% in Shoreline, Al fresco dining restaurant increasing revenue by 35%.
- Task force EAM F&B operations setup for new OZO Colombo, Sri Lanka. July – October 2014
- Interim in charge of hotel operations at OZO Colombo due to change of General Managers during October 2014

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- 5 days' sales call experience to Brisbane, Australia visiting travel agents (Flight Centre, Corporate Traveler, Infinity Travels & Hello World) to showcase our MICE & Resort Facilities at Amari Hua Hin.
- Assume the leadership of the hotel operations in the absence of the General Manager

### **Director of Food & Beverage**

<http://www.swissotel.com/hotels/bangkok-nai-lert-park/>

#### **FRHI Hotels & Resorts - Swissotel Nai Lert Park – Bangkok – Thailand**

5 Star Luxury City Hotel

December 2010 – November 2012 (2 years – resigned due to career progression)

- 336 Keys – Avg year round OCC 72%
- 7 Food & Beverage Outlets - 75 Team members
- 1450 sqm of Meeting Space – 1 Grand Ballroom plus 10 meeting rooms
- Increased F&B Departmental Profit from 33.4% to 39.2%
- Increased Hotel F&B I.Q score from 70.2 to 81.3
- 156 million THB annual GOR
- V.V.I.P Catering Events/Large Scale Banqueting for Thailand Royal Family, Thai Government House, Prince of Japan, King & Queen Sweden, Chaîne des Rôtisseurs
- Part of the Management team in successful implementation of ISO 9001/14001/18001
- 7 Food & Beverage Outlets, 8 Meeting rooms & 1 Banquet Hall 500 pax
- Winner of Thailand's Leading Hotel – WTA Awards 2012
- Winner of Thailand's Leading City Resort – WTA Awards 2012 & 2011
- Assume leadership of the hotel operations in the absence of the General Manager.
- Participated in the Swissotel ASIA Pacific Operations Conference - Swissotel Stamford Plaza – Singapore in 2011 & 2012
- <http://www.worldtravelawards.com/profile-5249-swissotel-nai-lert-park>

### **Director of Food & Beverage**

#### **Metropolitan Hotel Dubai - Habtoor Hotels - Dubai - U.A.E**

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

4 Star Deluxe City Hotel – Flagship Hotel built in 1978

January 2010 – December 2010 (1 year - resigned due to demolition of hotel for the new Al Habtoor City - St. Regis, W & Westin hotels)

- 210 Keys, Flagship hotel of Habtoor Hotels built in 1978
- Increased F&B Departmental Profit from 42.3% to 47.8%
- Re-positioning the 28-year-old F&B outlets with an innovative rediscover program, increasing gross sales by 18%
- 12 million USD annual GOR with 11 F&B Outlets, 8 meetings & 1 banquet hall 350 pax – 125 team members – 45-48% GOP Margin
- Assume leadership of the hotel operations in the absence of the General Manager.

### **Restaurants & Bars Manager / Events & Promotions Manager**

#### **Le Meridien Hotel & Conference Centre - Dubai - U.A.E (former Forte Grand Dubai part of Trust House Forte Hotels)**

5 Star Luxury City Hotel

June 2005 – January 2010 ( 4 years resigned due to career progression)

<http://www.lemeridien-dubai.com/>

- Part of the pre-opening Management Team for 6 Restaurants & Bars - Yalumba Modern Australian Cuisine, ALPHA Nightclub, WAREHOUSE - 2 Levels Consisting of Bistro Bar/Gastro Pub, Wine Lounge, Fusion Restaurant, Lounge Nightclub & Beer Garden
- 383 Keys - 18 distinctly styled multi cuisine restaurants & bars,

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- Conceptualized the infamous Yalumba Party Brunch January 2006
- Timeout Dubai Restaurant Awards 2006 & 2007 – “Highly Recommended Brunch – Yalumba”
- WHATS ON Restaurant Awards 2006 - “Best Newcomer in Dubai – Yalumba
- Middle East's Leading Airport Hotel 2010 - WTA Awards
- June 2005 started as Assistant Restaurant Manager – June 2006 promoted to Restaurant Manager – June 2008 promoted to Restaurants & Bars Manager – February 2009 promoted to F&B Events & Promotions manager for 12 F&B Outlets
- <https://www.worldtravelawards.com/profile-27539-le-meridien-dubai-hotel-conference-centre>

## **Chef De Rang**

### **Lido Complex – Mandarin Oriental Elbow Beach – Bermuda**

5 Star Luxury Resort

March 2007 – September 2007 (6 months' summer season contract – resigned and went back to Dubai)

## **Various Positions in Food & Beverage**

### **Brisbane - Australia & Colombo - Sri Lanka**

5 Star Luxury city hotels & independent venues

February 1999 – April 2004 (6 years)

- Cinnamon Grand – Colombo (former Lanka Oberoi) – 5 Star Luxury City Hotel – Assistant Manager F&B Outlets/ F&B Promotions Executive for 8 F&B Outlets/ Pre-opening manager for 6 F&B Outlets
- Fridays Bar – Restaurant – Club & Function Venue – Brisbane – F&B Supervisor
- Pullman & Mercure King George Square – Brisbane (former Carlton Crest) – F&B Team Leader
- Café San Marco – Brisbane - Head Waiter
- Cordon Bleu Personnel – Brisbane – Casual F&B Attendant for various City Hotels, Race Course Tracks, Southbank Convention Centre & Private Functions

## **REFERENCES**

### **Recommendations by Professional Hoteliers**

*"I worked with Mario during my tenure at ONYX Hospitality Group where he was part of the pre - Opening team of the Amari Hua Hin, in charge of implementing and managing the F&B operations. Mario is a dynamic, creative and innovative person who shows great passion for his work. It is a pleasure working with him and I would not hesitate to recommend Mario to a future employer who is Seeking for a loyal and dedicated employee."*

**Jonathan Andrey, Manager, Operations, ONYX Hospitality Group, worked directly with Mario at ONYX Hospitality Group – current – Director Operations Siam Hotels**

*"Mario joined the team at Amari Hua Hin shortly after the opening and within a short time, gained the Trust and loyalty of his team and peers. He is not only a strong F&B professional but also a popular Contributor to the team. Highly recommended individual..."*

**Simon Dell, managed Mario at Amari Hua Hin – Current – VP North Asia ONYX Hospitality Group,**

*"Mario was reporting to me in the position as DOF&B at Swissotel Nai lert park, Bangkok for almost two years (2010-2012) Mario integrated quickly and reorganized the F&B team in the best possible way. The team Supported Mario due to his friendly yet determining character. His extensive F&B knowledge and dedication helped to implement new revenue driving initiatives and improved the P&L in most Outlets. Mario likes open and direct communication and was always open for new Ideas. When criticized Mario was able to work with the critic to enhance the future outcome. I can highly recommend for his future employment"*

**Torsten Pinter, General Manager, Swissotel Nai Lert Park, managed Mario at Swissotel Nai Lert Park Currently - General Manager Swissotel Zurich**

*"Mario is very dedicated professional hotelier, having the chance to work with him was a fantastic experience. He is always looking for new & innovative ways to change the F&B trends within his workplace, sometimes being so out of the box that you think how is this going work. However due to this creativity, he has managed to gain excellent results. He is strong leader with a human touch when it comes to working with people and I look forward to working with him again in the future."*

**Luigi Sacchet, Assistant Director of Food and Beverage, Al Habtoor Hotel, reported to Mario at Metropolitan Dubai. – Currently - DOF&B – Emiliano Hotel – Copacabana – Brazil**

I was lucky enough to have the opportunity to work with Mario Mendis at Swissotel Nai Lert Park Bangkok, FRHI Hotels & Resorts. In this time, I found Mario to be a charismatic and inspirational leader, giving guidance, support and motivating the whole team to strive to achieve the best possible results. Mario has a wealth of experience and is a true industry professional.

**Todd F&B Manager reported to Mario at AccorHotels - Swissotel Nai Lert Park – Bangkok, currently – DOF&B The Langham Haikou, Hainan**

## Education/Professional Courses

### **E-Cornell University**

- Marketing Analysis in the Hospitality Industry
- Managing People more Effectively
- Managing Dynamic Teams
- Foodservice Management Issues & Concepts
- Building High Performing Teams
- Services Marketing Planning and Management
- Identifying and Managing Emotions: Why Should You Manage Emotions?
- Becoming a Powerful Leader: Overcoming Challenges
- Framing Complex Problems with Systems Thinking
- Virtual Communication, Constructive Conflict, and Collaboration: Assess Your Team
- Framing Complex Problems with Systems Thinking: Explore Mental Models
- Understanding Financial Statements
- Building Guest Loyalty

### **Accor Academy**

- RM & Pricing Performance
- 7 Habits of Highly Effective People
- Crisis Communications
- Coaching Clinic
- Keys to Communication
- A Manager 1 & 2
- Leadership 1,2 & 3
- Sales Negotiation

### **Tourism College of Australia**

- Certificate III in Food & Beverage Operations

### **Mansfield State Primary & High School**

## Awards & Recognition

### **Award of Excellence**

Carlton Crest Hotel ( Pullman & Mercure King George Square )

February 2003

- Contributing to the team above & beyond the call of duty

### **Award of Excellence**

Carlton Crest Hotel ( Pullman & Mercure King George Square )

March 2002

- Providing Outstanding service during an extraordinary event

### **Gold Medal**

Les Toques Blanches Culinary Challenge

March 2002

- Awarded Gold Medal for the event.

## VOLUNTEERING WORK

- EUROCHAM VIETNAM – Committee member for Tourism & Hospitality Sector since March 2021
- VIETNAM TOURISM GROUP – Committee member since June 2021
- Australian Chamber of Commerce Vietnam – Former Board Member – October 2020 to March 2021
- F&B Management Club - Hua Hin & Cha Am– Thailand – Vice President June 2012 – June 2013

## SPORTS & LIFE INTERESTS

- Greatest achievement in life, My 2 boys Dominic & Gabriel
- Played for East Mt Gravatt JRL – 1<sup>st</sup> runners up for South East Queensland Premierships in 1994
- Love the Maroons & the Broncos (even though there in a rough patch)
- Love Good Wine, Good Food & Good Company
- Love to play Golf, it's a Gentlemen's game that if you truly understand the dynamics of the game, they truly apply to your professional & personal life in so many ways.
- Dining in new Restaurants & Bars around the world, feeding the soul & passion of what makes them Great
- The Euphoria of traveling to new countries and meeting and working with new cultures and people.