

# Hamad Kidwai



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**\*Hotel Management Maverick\*** Revenue Strategy | Refurbishment Projects | Guest Care | Team Management  
in properties across UK, EU, USA, Middle East, Asia, Australasia and Africa

## SUMMARY

9+ years of Director level and overall 20+ years of core experience in:

- Executive strategy and budget planning
- Business analysis and financial management
- Prioritizing on guest care and team development
- Leading and managing hotel refurbishment projects
- Broad living and cultural experience across the globe

## EXPERIENCE & IMPACT

### Cluster Director of Operations

Waldorf Astoria – Qasr Al Sharq – Jeddah (Palace – 46 suites)

Jeddah Hilton – Saudi Arabia (5 stars – 390 rooms) | May 2021 – Present

- Best Business Hotel in Jeddah – Business Traveler Awards – 2022
- Guest room refurbishment
- Rank # 1 in 2022 for guest satisfaction scores for all of Waldorf Astoria hotels worldwide
- Personal recognition from Presidents, Head of States, Celebrities, & Sport personalities

### Director of Operations

Hilton Riyadh Hotel & Residences – Saudi Arabia (5 stars - 866 rooms) | Feb 2019 – May 2021

- Pre-opening of the largest inventory in Riyadh and the largest ballroom in Middle East, Africa & Europe
- Best business hotel in the Middle East 2020 by Business Traveler
- #1 in guest satisfaction in Hilton KSA for 2019
- Lotus – Asian restaurant awarded top 10 best luxury restaurant in Riyadh (Luxury Lifestyle Awards)
- US\$30K revenue increase with launch of take-away facility during COVID-19 shutdown
- Proper managing of team and guests as hotel tower was completely used by Ministry of Health during COVID-19 (Q2 2020)
- Re-opening of property post COVID-19 as per Government and Hilton regulations
- Projects:
  - Front Office Academy
  - Installation of waste disposal & launch of recycling program in meeting rooms

**Cluster Director of Operations** | Hilton Resort & Spa | DoubleTree by Hilton | Hilton Luxury Residences | Queenstown, New Zealand (5 stars - 318 rooms) | Apr 2017 – Jan 2019

- Leading Hotel of New Zealand – 2017 & 2018 – World Travel Awards
- World's best spa – 2017 & 2018 – World Spa Awards
- Refurbishment of ballroom into a 120-seat full-service restaurant
- Incremental revenue – by launching “Intimate Dining” with room packages & promos

### Director of Operations

Hilton Reading – United Kingdom (4 stars deluxe - 210 rooms) | Feb 2015 – Apr 2017

- Ranked #1 in Overall Arrival and Departure in SALT Hilton UK & Ireland for 2016

### Director of Food & Beverage

Renaissance Kuala Lumpur Hotel – Malaysia (5 stars - 910 rooms) | Jan 2012 – Jan 2015

- Annual revenue of US \$19 M & refurbishment of 4 meetings rooms into a dining venue for MICE business & conversion of Mediterranean restaurant into a mini-ballroom

## MY TIME



- Strategic implementation & review
- Business analysis & planning
- Guest care and initiatives
- Team & leadership development

## ACCREDITATION & AWARDS

**Hilton “GM-SHINE” Program-2018**

**“Spirit of Blue Energy” Award-2016**  
Highest Honor – Hilton

**Goldvreneli (Gold Coin) Renaissance Zurich Hotel** by Bill Marriott

**NCPLH – Personal License Holder**  
**Accredited** by BIIAB

**British Safety Council Level 1 Certificate Passed** Health & Safety Test

**Managing Director’s Award**  
*IMI Award for demonstrating civility, character, strong personal commitment & a professional attitude*

**Tom Maher’s Award**  
*IMI Award for highest average academic mark & commensurate professional attitude in all semesters*

## EDUCATION

**B.A. (Honors) in International Hotel and Tourism Management** | 1998-2002 | International Hotel Management Institute (IMI) Lucerne, Switzerland

## TECHNICAL SKILLS

OnQ, Fidelio, Opera, GEM, Delphi, Micros and MS Office

## LANGUAGES

Fluent - English and German  
Basic - Arabic and French

- Secondment in Rooms Division for 3 months with Marriott Singapore in Q2 – 2014
- Head of “Taskforce Team” for pre-opening team for Marriott in Ghana, Africa Q3 & Q4 2014
- Head of “F&B-Taskforce Team” for pre-opening team for Marriott in Johor Bahru, Malaysia Q3 2013

#### **Food & Beverage Manager**

Hilton Al Ain – Dubai – U.A.E - (5 stars - 298 rooms) | Jan 2011 – Jan 2012

- Soft refurbishment of main restaurant and ballroom
- Renovation of 18 hole golf course into an outdoor catering space for up to 5,000 guests
- Execution of monthly pool party themed promotions, catering to a maximum of 800 guests
- Re-launch of minibar hotel wide

#### **Assistant Food & Beverage Manager**

Hilton London Heathrow Terminal-4 – U.K. (4 star deluxe-398 rooms) | Mar 2004 – Dec 2010

- Full refurbishment of 3 restaurants, room service, 5 meetings rooms & 2 ballrooms
- Promoted from F&B Supervisor to Asst. F&B Manager in August 2006

#### **Food & Beverage Supervisor**

Accor – Sofitel Al Hamra – Jeddah – Saudi Arabia (5 stars - 425 rooms) | Aug 2002 – Feb 2004

#### **Internships**

Jan 2002–Jul 2002 Hilton Zurich Airport, Zurich, Switzerland (5 star – 395 rooms)

Jul 2000–Jan 2001 Port Orleans Resort, Disney World, Orlando, FL. USA (5 star–2,999 rooms)

Dec 1998–Jun 1999 Renaissance Zurich Hotel, Zurich, Switzerland (5 star – 415 rooms)

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#### **PERSONAL INFORMATION**

Birth Date: September 24 | Nationality: British | Family: Married with 2 children