

# PATRICK DUFF

**RESORT MANAGER • HOTEL MANAGER  
DIRECTOR OF OPERATIONS**

International luxury hospitality leadership  
across hotels, resorts, and private-island  
destinations.

Phuket, Thailand  
+66 94 807 3223 • [patrickduff@outlook.co.th](mailto:patrickduff@outlook.co.th)  
[linkedin.com/in/Patrick-duff-5182012](https://www.linkedin.com/in/Patrick-duff-5182012)



**25+ YEARS • 13 COUNTRIES**

Luxury hotels • Island resorts • Openings • Turnarounds



# Leadership at scale

25+

years of international leadership

13

countries across five regions

US\$140M

annual property revenue scale

1,200+

rooms at the largest property

500+

colleagues led at scale

7

hotel openings and launches



# Luxury depth across cities, resorts, and islands



InterContinental Hong Kong



W Taipei • Director of Food & Beverage



Makati Shangri-La



The Phoenician • US\$140M scale



Iniala Beach House

# Disciplined operations built stronger margins



**38% → 46%**

**F&B GOP • W TAIPEI**

+20% beverage sales through mixology, partnerships, and venue activation

**33% →  
42%**

**Hotel GOP**

Swissôtel Nai Lert Park Bangkok

**+22%**

**F&B revenue**

Fairmont Dubai

**+12%**

**F&B revenue in three months**

Makati Shangri-La

**+20%**

**Guest-satisfaction improvement**

Vakkaru Maldives

*Results are shown with their exact operational scope—hotel, F&B, or guest experience—so the claims remain defensible.*

# Vakkaru: loyalty through live construction



**500+**

colleagues and casuals

**+20% guest satisfaction**

sustained across a ten-month period

**At least 40% repeat guests**

Directed phased construction of two additional villas and full-size pool conversions while closing only the affected island sections.

*Proof point: guest experience, team morale, and asset enhancement managed together.*

**RESORT MANAGER / ACTING GENERAL MANAGER • 133 VILLAS**

# W Taipei: brand energy, stronger margins

## DIRECTOR OF FOOD & BEVERAGE

405 rooms • 5 venues  
Events for up to 2,000 guests  
Approx. US\$60M hotel revenue

# 38% → 46%

F&B GOP

**+20% beverage sales**

The flagship hotel was recognized with 80+ travel-industry awards by 2016.



Venue strategy • Cost discipline • Partnerships •  
Activation

# Fairmont & Swissôtel: scale and succession

## SWISSÔTEL NAI LERT PARK BANGKOK

**33% → 42%**

Hotel GOP • 200+ colleagues across rooms, housekeeping, spa, culinary, and F&B

## FAIRMONT DUBAI

**+22% revenue • ≈46% avg.**

### **GOP**

Approximately 300 colleagues • 20+ promotions  
Significant contribution to the 2010 Fairmont Hotel of the Year award



## FAIRMONT DUBAI • SCALE, TALENT & PERFORMANCE

Led approximately 300 colleagues, delivered 20+ promotions, increased F&B revenue by 22%, and contributed significantly to the 2010 Fairmont Hotel of the Year award.

# Seven openings built a repeatable model

7

## hotel openings and launches

### 01 The Ritz-Carlton

Full opening at Rose Hall, Jamaica; opening task-force assignments in Philadelphia and New York.

### 02 Fairmont Beijing

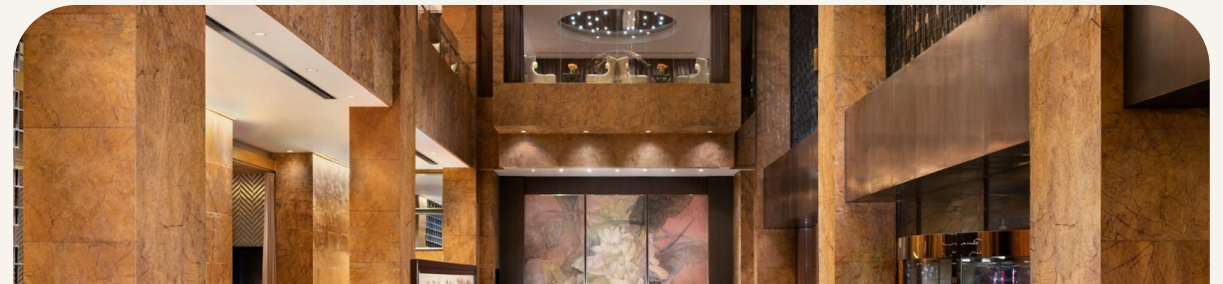
Concepts, construction priorities, equipment, and phased readiness for the brand's first hotel in China.

### 03 NAÄMA Beach Villas & Spa

44-villa pre-opening: SOPs, department-head recruitment, trial operations, training, and villa setup.

### 04 TRIBE Phuket + Pullman conversion

180-room opening/post-opening task force plus operational support for a 660-room Phuket conversion to Pullman.



OPENING READINESS • OWNER ALIGNMENT • CONTROL

# People development is the operating system



20+

managers, chefs, and colleagues promoted at Fairmont Dubai

50+

culinary medals earned by teams he developed throughout his career

## CULINARY DEPTH—A DIFFERENTIATOR, NOT THE TARGET ROLE

Certified Executive Chef at 30, later progressing through F&B, operations, EAM, Resort Manager, and General Manager assignments.

**Thailand focus: visible, hands-on leadership with respect for local culture and deliberate development of Thai talent.**



*The value is not food expertise alone—it is the ability to connect quality, commercial discipline, training, and guest experience across the hotel.*

# Trusted by leaders who saw the work up close

*"Patrick immediately made a significant impact on our operations."*

IAIN McCORMACK • GENERAL MANAGER, VAKKARU MALDIVES

*"Patrick is a creative and focused leader who produced excellent results."*

CARY M. GRAY • GENERAL MANAGER, W TAIPEI

*"His focus on quality, costs and motivating the team were terrific."*

PHILIP M. BARNES • REGIONAL VICE PRESIDENT & GENERAL MANAGER



**Commercial discipline.  
Visible leadership.  
Owner confidence.  
Stronger teams.**

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