



Patrick Duff

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Personal Details

Gender: Male • **Nationality:** American • **Married-** No Children

EXECUTIVE PROFILE

Seasoned hospitality leader with 20+ years' experience driving profitability, operational excellence, and Forbes Five-Star service across international luxury properties. Trusted partner to ownership, skilled in pre-openings, repositioning's, and building high-performing executive teams. Direct and values-driven leader who balances commercial rigor with exceptional guest and associate experiences.

General Manager | Resort General Manager | Luxury Hospitality Operations | P&L Ownership | Pre-Opening & Brand Repositioning | Asset & Owner Relations | Budgeting & Forecasting | Revenue Optimization | GOP Improvement | Food & Beverage Strategy | Guest Experience Excellence | Forbes Five Star Standards | Executive Team Leadership | Sales & Marketing Collaboration | Spa & Wellness Oversight | Labor Optimization | SOP Development | Crisis & Change Management

Career Note: Following a family medical situation requiring relocation to Phuket, accepted several short-term executive task-force assignments — now resolved and seeking a long-term leadership role

- Opening & Concept Developing
- Time Management, Multitasking
- Luxury Hospitality Operations Management
- Complex Problem-Solving
- Strategic Planning & Execution
- Team Leadership & Development at all levels, Strong HR / Training relationships and focus
- Task Force Management
- Cross-Departmental Co-ordination
- Flexible, agile and adaptable with people and hotels

Professional Experience

Cutting Edge Consults, Phuket, Thailand
General Manager (Self Employed)

August 2020 - PRESENT

Provided luxury hospitality consulting services to international brands, whilst supporting diverse needs, such as short-term task force, preopening documentation, concept development, OSE, SOP, and JD assistance, as well as colleague recruitment. Assisted with menu creation and task force management by delivering remote/offsite consulting for various hotels and resorts.

- Led task force senior assignments ranging from 1 - 12 months onsite. **Luxury International Hotels and Resorts** Listed below:
- **Accor, Phuket**, Hotel manager acting General Manager Post opening property 5 month contract
- **The Salil Bangkok**, General Manager/VP Operations 1 year, **Vakkaru Maldives/ Naama Fujairah**, Resort Manager, 1 Year, Opening and acting GM in Naaama, achieved **Pullman Phuket** re branding organisational excellence by serving as Director of F&B Operations at **Accor** in Phuket, Thailand 3-month task force.
- Assisting the General Manager running daily operations of the **Shangri-La Fiji** Resident Manager, 6 Month task force
- Ensured delivery of top-tier luxury service by leading as Resort Manager at **Iniala Beach House** in Phuket, Thailand, 1 year task force. **Mondrian Doha, SBE Hotels** 6 months task force assignment Director of Food & Beverage during COVID 19

One & Only Hotels and Resorts, Maldives
Director of Food & Beverage (EAM)

February 2020- July 2020

Oversaw F&B operations, 13 venues including lounges, food service venues, staff of over 350 in F&B /Culinary. Short stint due to COVID 19 Redundancy , we reduce over 250 colleagues during this pandemic, worked with RM Andreas Porias now GM Portonovi

The Dusit Thani Laguna, Phuket, Thailand
Executive Assistant Manager

February 2019 — February 2020

Oversaw operations for five dining venues and banqueting services. Managed performance provided training/guidance and facilitated onboarding and development of new hires. Drove revenue growth, enhanced market positioning, and elevated the resort's profile by collaborating with marketing and various divisions to develop and implement strategic initiatives.

- Boosted staff performance by coaching and mentoring a diverse staff.
- Directed a team of 200+ food and beverage colleagues to ensure seamless service delivery.
- Assisted General Manager with Daily hotel operations.

The Shangri La, Makati, Manila
Executive Assistant Manager F&B

February 2017 — January 2019

Enhanced operational efficiency and delivered high-quality service by leading operations for six venues and large banquets. Directed and managed daily hotel operations, including budgeting, forecasting, strategic planning, and guest relations for a 696-room award-winning hotel.

- Supervised a team of 400+ colleagues in the food and beverage department.
- Sustained \$1.3B pesos in annual revenue, whilst overseeing a team of 350+ professionals across five venues and banquet operations serving up to 3,000 guests.
- Increased GOP from 37% to 40% in 2017 by establishing new revenue streams by launching an F&B Boutique, hiring a Private Chef, and developing a newsletter programme.

The W Taipei, Taipei, Taiwan
Director of Food & Beverage

March 2014 — February 2017

Maximised revenue and profitability by developing and implementing innovative promotions and marketing strategies for each F&B venue, whilst collaborating with sales, marketing, finance, and rooms divisions.

- Achieved a 46% GOP in F&B by developing expertise across all areas of hotel operations.
- Generated \$85M NTD in annual revenue by proactively overseeing all aspects of food & beverage operations at a 405-room award-winning W hotel.
- Ensured seamless service and guest satisfaction by managing a team of 350+ professionals across five venues, along with banquet operations serving up to 2K guests.

FAIRMONT HOTELS & RESORTS (FHRI)
Director positions (Executive Committee)

JANUARY 2007-MARCH 2014

A demonstrated record of success and achievement at this operator of luxury hotels and resorts in 22 countries, marked by a series of assignments to positions of increased influence, authority, and accountability.

- **DIRECTOR OF OPERATIONS/RESIDENT MANAGER** - Swissotel Nai Lert Park, Bangkok, Thailand
 - Managed daily operations at this property with 334 rooms, five Food & Beverage venues and award-winning restaurants. Effectively managed over 200 employees engaged in food and beverage, housekeeping, rooms, spa, culinary, stewarding, outlet general managers, restaurant managers, and service staff, sustaining 356M baht in annual revenue.
 - Successfully increased GOP from 33% to 42% while securing gains in service, food quality, and customer service scores in F&B
- **DIRECTOR OF FOOD & BEVERAGE/DIRECTOR OF CULINARY**, Fairmont Dubai, Dubai, UAE_(2009-2012)
 - Directed the efforts of 300 employees engaged in all aspects of F&B and culinary operations, 394-room luxury hotel with 10 F&B outlets and two award-winning restaurants driving 53M AED in annual sales.
 - Overcame challenging economic conditions to increase GOP from 42% to 46% while sustaining increases in food and service quality
- **DIRECTOR OF FOOD & BEVERAGE & EXECUTIVE CHEF, PRE-OPENING**, Fairmont Beijing Pre-Opening, China_(2007-2009)
 - Pre-Opening management of culinary and service operations, 222 rooms and 24 suites, with world class dining experiences throughout multiple dining venues.
 - Partnered with owners, designers, to plan and finalize all culinary concepts, including FOH and kitchen design; led the procurement of all capital equipment and directed menu development. Built award-winning F&B concepts

Additional Professional Experiences

The Slate (formerly Indigo Pearl) Phuket, Thailand
Resort Manager

The Four Seasons Miami, Florida, USA
Executive Chef

The Sukhothai, Bangkok, Thailand
Executive Chef

The Ritz Carlton Hotels and Resorts, Jamaica, Opening Team, Seoul Korea. Task force openings new hotels, Philadelphia, Pennsylvania, New York City, Battery Park New York, USA
Executive Chef

The Regent Hong Kong ,
Executive Chef

Starwood Hotels Luxury Collection (14 years)
The Phoenician Scottsdale, Luxury Collection | Sheraton Grande Phuket, Walt Disney Dolphin, Port de Plaisance
Executive Chef

Education and Training

Associate of Occupational Studies – Culinary Institute of America, Hyde Park NY, Dean’s list, Perfect attendance, 3.8 GPA, Graduation Orator

Food Service Management, Bartender’s Diploma & Mixology Diploma – Mattatuck Community College, Hartford CT

Multiple leadership courses and trainings with Ritz Carlton, Four Seasons, Fairmont and Starwood

Hotel / General Manager Track Graduate, one year intense program w W Taipei and Starwood Executives, including two-year mentoring

Professional Development

Hotel Manager Track Graduate, Starwood Hotels, W Taipei

Leading Starwood & Multiple Courses (Multiple)

Food & Beverage Service Certifications (Multiple)

Certified Executive Chef AFC

Numerous Culinary & Ice Carving Competition Awards & Medals

Progressive growth from Sous Chef to General Manager in thirteen countries with both Luxury and Ultra Luxury International & Independent hotels and Resorts

Honors & Awards

Recognised as Forbes Five Star Award Winner multiple times in various locations

Multi-Award Winner at World Travel Awards including Indian Ocean’s Leading Resort for three consecutive years

