

FRÉDÉRIC ARNAUD

Head of Operations

43 ans - Permis de conduire

✉ contact@frederic-arnaud.net

☎ +33667908678

📍 31180 CastelmaurouFrance



Versatile, dynamic, motivated and involved, I have the taste for challenge and huge projects.

Diplomat and pedagogue, I like to federate teams and to give rise to solutions.

I have held various positions of management responsibility but also in support functions.

I have experience in luxury hotels, leisure resorts and business hotels.

I had the opportunity to effectively manage major projects.

I have always been able to adapt and integrate myself and federate, sometimes in complicated social contexts.

As part of pursuing my career goal, I am looking for a versatile and rewarding position and I want to join an ambitious company to carry with it motivating projects.

📁 EXPÉRIENCES

Head of Operations - Hospitality

Zucchetti France - Depuis janvier 2024



Consultant/Trainer (Freelancer)

Frédéric ARNAUD - Depuis 2016 - Freelance

Creation and development of a consulting activity - Management of projects in hotel and catering industry :

- IT projects (Specifications, choice of adapted IT solution (PMS), consultant, setup, installation, training, assistance and monitoring).
- Restructuring / development / optimization of product and service offerings, upgrading, quality audit / mystery clients, organization, management, training, stock management, benchmarking, development of management tools.

Deputy Hotel Director in charge of F&B

The Valmenière Hotel *** - 120 rooms - 50 employees - 4.5M€ (1.5M€ F&B) - 2009 à 2015 - CDI - Fort-de-France - Martinique



- The Valmenière Hotel : 3 star's Business Hotel of 120 rooms, with Meeting rooms, Restaurant and Bar - 50 Staff
- HR : Work council meetings, committee for health and safety at work meetings, Manager on Duty, Internal communication, Conflict management, Working time renegotiation in the kitchen and restaurant services and redefinition of the organization of work, Staff meetings, Recruitment, Assessment of skills, Annual interviews, Definition of training needs, Welcome of new staff or trainees.
- MANAGEMENT : Development, monitoring and analysis of activity forecasts, management ratios monitoring tools and statistical survey tables, Competitive intelligence, Yield management, Defining and adapting of the products and services offering and the pricing Policy, Setting budgets, Annual investment requirements, Sales, Marketing, Trades show, ambassador of the company.
- MANAGEMENT OF SERVICES : Restaurant, bar, room service, breakfasts, kitchen, Meetings rooms (seminars, banquets, cocktails, room hire, commercial), the commissary : 20 permanent employees, turnover 1.5M €. Redefinition of the catering offer (restaurant / room and seminar / banquet / cocktail Menus, Pricing policy, Opening days and opening hours): Cost control, Increase in average prices (15%) and customer satisfaction.
- QUALITY : Customer Quality and Satisfaction Monitoring, Customer Contact, "Quality Tourism" and "Tourism and Handicap" Certification.
- MAINTENANCE & SECURITY : Renovation works, Maintenance, Follow up of service providers, Annual equipment purchases, Security Council. HYGIENE : Follow-up HACCP, compliance.
- PRODUCT IMPROVEMENTS & OPTIMIZATIONS : Renovations and fittings of restaurant and bar sales outlets, New furnitures, Optimization of the equipment in meeting rooms to meet customer needs and organizational constraints (digital signage, integrated video-projectors and sound systems).
- CORPORATE MISSION : PROJECT MANAGER (2012-2015) : Changing the PMS on 10 hôtels (1000 rooms, 250 staffs), Development of the specifications, exploration, choice of the PMS, training, reflections and settings, update procedures, staff training, software deployment, support, monitoring and improvements, relations with the provider.
- CORPORATE MISSION : QUALITY MANAGER (2011-2012) : ISO 9001 Certification of Valmenière Hotel and its services in March 2012, Development and implementation of QMS, team management, training, monitoring, continuous improvement, audit, etc.

Group Quality Manager

Karibea Hôtels - 10 hotels - 260 employees - 30-40M€ - 2007 à 2009 - CDI - Sainte-Luce - Martinique



- Karibea Hotels : 10 hotels and residences in Martinique and Guadeloupe
- ESTABLISHMENT OF POSITION : Missions:
 - Internal Audit (Procedures, "Quality Tourism" certification, HACCP food hygiene and security).
 - Setting up procedures and working methods.
 - Purchasing Commission.
 - Technological and Regulatory alertness.
 - Reporting & Statistics.
 - Development of advanced management tools with Microsoft Excel and VBA.

Sales Manager

Karibea Beach Resort Gosier *** - 270 rooms - 80 employees - 2004 à 2007 - CDI - Gosier - Guadeloupe



- Karibea Beach Resort: 3-star resort, gathering the Clipper Hotel (90 rooms), Salako (120 rooms) and the Prao residence (60 apartments), with meeting rooms, restaurant and bar - 80 staff.
- Local market development French West Indies and US (Travel agencies, Businesses, Works Councils, Local Customer).
- Duty Manager

Night Manager

Hôtel du Castellet ***** - 2004 - CDI - Le Castellet - France



- Hotel du Castellet, Spa luxury 5 star Relais Chateaux, Gastronomic Restaurant.
- Night Audit, Night Manager

Marketing Director Internship

Karibea Hôtels - Septembre 2003 à mars 2004 - Stage - Gosier - Guadeloupe



- Karibea Hotels : 10 hotels and residences in Martinique and Guadeloupe
- Statistics, Analysis of Accommodation Sales, Prospecting Travel Agencies, Works Councils and Websites Online Booking; Customer Relations and Tour Operators, Tariff Studies, Monitoring of Various Advertising Campaigns, Events, Representation at Trade Shows, ...

Receptionist (Seasonal employment)

VVF Villages - Juin 2003 à août 2003 - Seignosse - France



Head Waiter (Saisonal employment)

Jardins de Bakea - juillet 2002 à août 2002 - Biriattou - France



Starred restaurant (1 Michelin macaron)

Accommodation Director Internship

Le Flamboyant Hotel **** - Décembre 2001 à avril 2002 - Stage - Saint Martin - Guadeloupe



- Resort 271 rooms
- Welcome and Reception, Administration and Booking, Billing, Collections, Night-control and Auditing, Monitoring Group, Back Office Accommodation (daily statistics and analysis of accommodations sales).

Receptionist (Seasonal employment)

Planète Obade : accommodation and leisure center - juillet 2001 à août 2001 - Rivières - France

Head Waiter / Chef de Partie

Le Val Thorens **** - Décembre 2000 à avril 2001 - Stage - Val Thorens - France



- 4 stars hotel in one of the largest ski areas in the world. 83 rooms and suites - 2 restaurants
- 2 months Head Waiter, 2 months Chef de Partie (350 seats/day).

Cook (Student Job)

Quick - Avril 1999 à août 1999 - Albi - France



FORMATIONS

Licence and Bachelor (International Hotel Management)

VATEL - INTERNATIONAL BUSINESS SCHOOL - HOTEL & TOURISM MANAGEMENT

2000 à 2003

Professional Degree - University of Perpignan Via Domitia

ACADEMIC : • Management • Marketing • Human Resources • Computer Sciences • Company Economics • Professional culture • Self image • Hygiene and Safety • Nutrition • Wine vintages • Hotel visits • F&B Environment • Hospitality industry environment • Legal culture • Economy of tourism • Economic environment • Current events in the hospitality industry • Nutrition • Worldwide wine vintages • Introduction to cost control • Taxation • Career project • Multicultural Management • Hospitality Sales • Wine, beer and spirits • Geopolitics • Tourism and Travelling • Negotiation • English • Spanish

Professional practises and managerial experience : In the various services of the hotel and the restaurants of application.

Internship : 3 trainees (total 14 months)

Management Information System

IUT DE RODEZ

Septembre 1998 à 2000

Scientific "baccalauréat" (speciality mathematics)

LYCÉE LAPÉROUSE

Septembre 1997 à 1998

Management

- Development of reporting, analysis and statistical tools ★★★★★
- Definition of Budget ★★★★★
- Yield management ★★★★★
- Define the pricing policy ★★★★★
- Commercial & Marketing ★★★★★

Hotel Management

- Management of Reservations and Occupancy rates ★★★★★

F&B Management

- HACCP food hygiene and safety ★★★★★
- Monitor the quality of events and verify the adequacy between the services provided and ordered. ★★★★★
- Purchasing, inventory management ★★★★★

Staff Management

- Management of planning and organization of work in compliance with the ratios ★★★★★
- Organizing staff training ★★★★★
- Motivating and training teams ★★★★★
- Organizing and conducting meetings ★★★★★
- Conflicts management ★★★★★☆
- Works councils meetings ★★★★★☆

PMS Management Software

- Handle a software ★★★★★
- Advanced settings ★★★★★
- Maintain software ★★★★★
- Staff training ★★★★★

Project Management

- Requirements specification ★★★★★
- Planning ★★★★★
- Project monitoring ★★★★★
- Team Management ★★★★★

Quality Management

- Development of working procedures and methods ★★★★★
- Analysis of malfunction ★★★★★
- Implementing corrective actions and evaluating the results ★★★★★
- Monitor customer satisfaction ★★★★★
- Internal quality audit ★★★★★
- Continual improvement ★★★★★

Desktop tools

- Microsoft Office Suite ★★★★★
- Excel - advanced (VBA) ★★★★★
- OpenOffice, LibreOffice, Google Docs ★★★★★☆

Computer Equipments

- Diagnosis and troubleshooting Network and Hardware (workstation, wifi installations, etc.) ★★★★★☆
- Server Administration ★★★★★☆

Web - Internet - Development

- VBA, windows&Linux Script, Ruby&RoR, PHP, Javascript, NodeJS, ExpressJS, Bootstrap, langage SQL, MySQL PostgreSQL, Wordpress, etc. ★★★★★
- Search engine optimization ★★★★★☆

Languages

- Français ★★★★★
- Anglais ★★★★★☆
- Espagnol ★★★★★☆

CENTRES D'INTÉRÊT

IT & New Technologies

Passionate, I keep myself informed of new technologies, I document myself and regularly train me to various computer tools and programming languages.

Cinema, music and reading

Comedy, Adventure, ... Films, TV series, musics, ... For good moments of escape and relaxation.

Sports

Activities in the open air in general (Swimming, Surfing, Sailing, Snorkeling, Hiking, Cycling, etc.), yoga.

Travel

Family passion for travel, motivated by the discovery of different horizons and the encounter of other cultures.