

Chananda Tubert



Education

- BTS, Brevet Technicien Supérieur in Hospitality Management – France.
- Bachelor of Science Degree in International Hospitality and Tourism Management –
- Glion Institute of Higher Education – Switzerland.
- Master in Economics Engineering – University of Grenoble – France.

Industry Speaking

Former lecturer at University Anhembi Morumbi (Technology applied to Events). Former member of hotels committee (ABIH Brazilian Association of Hotels Industry) from Brasília with the main mission to follow up on city strategic projects to prepare the destination to held 2014 Football World Cup. Responsible for technical content of training booklets from Tourism Ministry government project “Bem Receber” (Front Desk Attendants, Housekeeping, and Bell Boys). Project to develop main touristic regions in Brazil.

About Me

I have a profile that embraces a vast cultural background. With 10 years experience in multinational hotel company, I lived in several cities in Brazil: São Paulo, Brasília and Salvador, mainly in lodging / hospitality and for three years as hotel operations manager in Brasília. Achieved best result among 5 hotels in 2008. Main focus on team building, financial results and revenue optimization through yield management. Returned to São Paulo, and took over a Nespresso Boutique – Nestle where developed retail / commercial competences. Responsible for direct management of more than 100 people in different areas in these markets.

Career Highlights

2013 | Servir Hospitalidade Consulting - Co-founder

2011- 2012 | Manager at Nespresso - Nestle on São Paulo flagship boutique
Responsible for service excellence and reaching sales goals through team sales force.

2001- 2011 | Sonesta International & SuperClubs

First year in a management trainee program, then went through Rooms Division path working as Team Supervisor, Front Desk and Reservations Manager (Bahia), Rooms Division Manager (São Paulo) and finally as Operations Manager (Brasília) for three years.

Main developed skills:

- Business management (pool and condominium) of 248 units
- Direct relationship with investors and boards of directors (sales, budgets, operations results, new projects, coordination and management of assemblies)
- Responsible for portfolio development and maintenance of ABC customers / key accounts (national and international markets)
- Responsible for developing and managing an annual budget of R\$ 10 MM and building maintenance (asset valued at R \$ 35 million)
- Strategic Management and yield management together with development of quality standards and procedures
- Conflict Management and coordination of team of more than 100 direct employees

Main Achievements:

- In 2008 , responsible for the increase in operating income of more than 50 % compared to the budget;
- Daily average value of 40% increase in 12 months. Average increase per year of 19% of REVPAR - from 2007 to 2009 and 20% in sales in the same period;
- 81% customer satisfaction results in 2007 , 82% in 2008 and 86% in 2009;
- Quality Certification by the Hospitality Institute , responsible for maintaining the seal.
- Increase of 34% of the average daily value from May 2006 to May 2007 , and increase of 31 % of revenues in the same period .

Additional Experience

With an international background, having lived in several cities in Brazil (São Paulo, Salvador and Brasília) and abroad (France, Switzerland, Spain), I put together management and leadership skills developed on hospitality industry together with commercial retail experience. I turned to be a polyvalent professional able to act on several fields.