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📍 Hotel Clover Patong Phuket  
83150 Patong, Phuket  
Thailand  
43 years old

## Frederic Mazza

### Innovative & Experienced Hospitality Professional

Highly influential, creative and experienced hospitality professional with a strong customer focus. Proven experience in high pressure, high profile environments delivering innovation and change. Commercially aware and able to communicate at all levels with the business.

A strategic thinker who enjoys the fast pace operations

#### Key skills

Strategic planning

Result oriented

Decision maker

Sense of organization

Skilled communicator

## Experiences

### General Manager

**Hotel Clover Group - Since July 2024 - Phuket - Thailand**



213 keys | 4-star Lifestyle Hotel | Prime Beachfront Location | Patong Beach

Currently leading the full operational, financial, and commercial strategy of a high-performing lifestyle hotel in Phuket's most competitive market. Tasked with end-to-end property leadership, team engagement, and brand experience delivery.

- Spearheaded revenue growth through data-led pricing strategies, optimized segmentation, and agile channel management.
- Reinforced guest-centric service culture, resulting in improved satisfaction scores, strong online reputation, and top-tier TripAdvisor positioning.
- Launched tactical local and regional partnerships to mitigate seasonality and maximize occupancy.
- Empowered departmental leaders through active mentoring, performance coaching, and cross-functional alignment.
- Implemented high-impact RevMax strategies to enhance profitability while maintaining brand standards and team morale.

Positioned the hotel as a lifestyle leader in Patong by combining operational discipline with brand storytelling, design-led thinking, and bold guest engagement.

### Regional General Manager

**Destination Group - March 2024 to June 2024 - Phuket - Thailand**



Radisson RED Phuket Patong Beach | Radisson Resort & Suites Phuket Kamala | Holiday Inn Resort Phuket Karon Beach | Holiday Inn Resort Phuket Surin Beach

### General Manager

**Destination Group - January 2024 to June 2024 - Phuket - Thailand**



Pre-opening Radisson RED Phuket Patong Beach  
Destination Hospitality Management  
Franchised agreement

## General Manager

Radisson Hotel Group - Since January 2024 - Phuket - Thailand

Pre-opening Radisson RED Phuket Patong Beach

[www.radissonredphuket.com](http://www.radissonredphuket.com)



## General Manager

Radisson Hotel Group - July 2022 to December 2023 - Casablanca - Morocco



- ▶ The Radisson Blu Hotel Casablanca City Center 5-star is set among Art Deco buildings right in the middle of the iconic Mohammed V Boulevard. Designed by the well-known Chilean architect Jaime Beriestain, it has 120 sophisticated rooms, including 16 suites, ideal for business and leisure travelers. The hotel features an indoor pool, spa, fitness center, and more than 450 square meters of modern meeting spaces in a prime business location
- ▶ 4 F&B outlets: The Collection Brasserie, Yuzu Restaurant, Lobby Bar & Caprice Bar located on the rooftop
- ▶ Leading & managing a team of 10 Head of Department and the total of full time equivalent (FTE) is 93
- ▶ Key Figures:  
Occupancy: 87% (+22%) - Room Departmental Profit: 83% (+7%) - F&B Departmental Profit: 38% (+21%) - Gross Operating Profit: 41,8% (+9,4%) - EBDITA: 32.6% vs 24.9% budgeted - Payroll Cost: 21.0% vs 29.3% budgeted - Food Cost: 33% - Beverage Cost: 16%
- ▶ Responsible for inspiring my team members with our core beliefs, to create and deliver memorable moments to our guests and collaborators. To achieve the best outcome in terms of guest satisfaction, revenue and budget targets. To maintain the brand standards to the highest level. To animate the monthly owner meetings. To elaborate the annual budget plan and sales strategy. To guaranty the highest level of safety & security within the property
- ▶ [www.radissonhotels.com](http://www.radissonhotels.com)

## Managing Director

Radisson Blu - May 2021 to October 2022 - Nice - France



- ▶ Régence Plage by Radisson Blu
- ▶ [www.radissonhotels.com](http://www.radissonhotels.com)

## Executive Assistant Manager

Radisson Blu - May 2021 to July 2022 - Nice - France



- ▶ Radisson Blu Hotel Nice
- ▶ Located on the iconic Promenade des Anglais, the hotel features 331 keys, 3 restaurants, 3 bars, popular rooftop to include swimming pool, bar, lounge & Calade restaurant. Rooftop DJ evenings up to 1500 guests. Private beach Regence Plage by Radisson Blu is just across facing the hotel with over 200 sunbeds, beach restaurant & lounge bar
- ▶ Responsible for the hotel operations as a whole.
- ▶ Involved at all levels of the business
- ▶ Leading the team by example
- ▶ [www.radissonhotels.com](http://www.radissonhotels.com)

## Resort Manager

Atmosphere Hotels & Resorts - November 2020 to January 2021 - Madivaru - Maldives

- ▶ Varu by Atmosphere
- ▶ [www.varu-atmosphere.com](http://www.varu-atmosphere.com)  
[www.atmospherecore.com](http://www.atmospherecore.com)

## Executive Assistant Manager (F&B)

Radisson Blu - December 2019 to November 2020 - Dakar - Senegal



- › Radisson Blu Hotel Dakar Sea Plaza
- › The Radisson Blu Hotel Dakar Sea Plaza is located in the chic Fann Corniche district. The 241 fully-equipped rooms and suites of this elegant hotel feature a contemporary design
- › Management team of 140 collaborators. 6 catering outlets (4 restaurants and 3 bars). Buddha Bar franchise. High Conference & Banqueting capacity
- › Full development of the catering department, sales and marketing strategy, cost control, preparation of annual budget and sales forecasts, operational, financial and administrative responsibility, recruitment and continuous training of the team, animation of weekly briefings and service meetings
- › Member of the executive team
- › [www.radissonhotels.com](http://www.radissonhotels.com)

## Director of Food & Beverage

Sheraton New Caledonia Deva Spa & Golf Resort - June 2019 to November 2019 - Deva - New Caledonia



- › Sheraton Hotel Brand - Franchise Property - 176 key rooms - 4 F&B outlets - Golf & Spa - Resort
- › Contracted as consultant to develop the basic food & beverage standard of service, review and advise on menu content and design, food & beverage sales and marketing strategies, social network visibility, wine and spirits skills, basic English hospitality courses
- › [www.marriott.com](http://www.marriott.com)

## Director of Food & Beverage

Hilton Moorea Lagoon Resort & Spa - October 2016 to April 2019 - Moorea - French Polynesia



- › Between Tahiti and Bora Bora, the Hilton Moorea Lagoon Resort & Spa 5-star is ideally located. The property has over 100 overwater & garden bungalows with private pool. Three restaurants and three bars, room service & minibar, pool & beach service, conference & banqueting facility, Moorea Lagoon Spa, fitness center, luxury boutiques, Polynesian dance & fire show, concierge & activity desk.
- › Responsible for overseeing all food & beverage outlets including kitchen operations, pool & beach operations, entertainment program, and live concerts
- › Financially involved to deliver consistent growing trends and meet all forecast and budget targets
- › Managing and developing a team of 90 people to achieve the best outcome at all levels at all times
- › Member of the executive team
- › [www.hiltonhotels.com](http://www.hiltonhotels.com)

## Hotel Night Manager

Holiday Inn Hotel & Suites - October 2015 to September 2016 - Côte d'Azur - France



- › 124 rooms & suites, Restaurant & Wine Bar « Bay Star Café », Restaurant, Bar & Private Beach « Bay Star Beach », Bar « Le Sloop », 24 hours Room Service, Minibar, Conference & Banqueting facilities, Fitness Centre, located on the French Riviera between Cannes et Monte-Carlo
- › Responsible for overseeing the night operations and the security procedures of the property
- › Responsible for the well being and security of our guests, customers and staffs over night
- › Analyses of daily sales by revenue centre against budget
- › Management of cashiering operation overnight to includes all F&B outlets
- › Responsible for overseeing all VIP's late arrivals and early departures
- › [www.ihg.com](http://www.ihg.com)

## Food & Beverage Manager

**Grand Hotel du Lac - January 2015 to June 2015 - Vevey - Switzerland**



- ▶ A tradition of hospitality, individualized service and refined cuisine which excell today. Entirely renovated by Pierre-Yves Rochon the hotel shines like a jewel on the shores of Lake Geneva. Let yourself be seduced by our restaurant "Les Saisons" awarded with a Michelin Star
- ▶ Responsible for delivering outstanding quality service to guests
- ▶ Responsible for the F&B sales and activities within the hotel environment
- ▶ Supervision of all conferences, banquets and weddings
- ▶ Management of the POS system to include the maintenance of the data base
- ▶ Setting up and follow up of the Leading Quality Assurance standards (LQA)
- ▶ Responsible of the recruitment, induction, training of all new collaborators
- ▶ Hotel Duty Manager, Responsible for overseeing of the hotel in GM's absence

## Food & Beverage Manager

**Union Jack Club - February 2011 to October 2014 - London - United Kingdom**



- ▶ The Union Jack Club is a Private Residential Members Club created in 1904 for serving and former military personnel of Her Majesty's Armed Forces and their families. Located in the heart of Waterloo, the Club has over 300 rooms & suites, a Fine Dining Restaurant, Bars, Library and 12 fully equipped Conference & Banqueting rooms
- ▶ Full operational, administrative and financial responsibility of the F&B department
- ▶ Responsible of the Conference & Banqueting revenue centre, booking process and day to day operation
- ▶ Analysis of sales, occupancy and forecast, departmental budget, cost control
- ▶ Increased overall Food & Beverage GOP by 154% over a period of three years
- ▶ Oversaw the creation, development and achievement of the lobby Coffee Shop
- ▶ Oversaw the full Kitchen & Restaurant Refurbishment Program
- ▶ Hotel Duty Manager, responsible for overseeing of the Club in CEO's absence

## Food & Beverage Manager

**Bespoke Hotels - January 2009 to January 2011 - London - United Kingdom**



- ▶ 45 Executive Deluxe Bedrooms including 8 Junior & Grand Suites, Concierge service, Private Fine Cigar Lounge, The No Ten Bar & Restaurant Lounge, 24 hours à la Carte Room Service, State of Art InRoom Mini Bar
- ▶ Promoted from the Bermondsey Square to No Ten Manchester Street Hotel
- ▶ Pre-opening & opening of the No Ten Manchester Street Hotel
- ▶ Pre-opening & opening of the Bermondsey Square Hotel
- ▶ Hotel Duty Manager, responsible for overseeing of the hotel in GM's absence

## Assistant Food & Beverage Manager

**Radisson Blu - August 2007 to January 2009 - Jersey - Channel Islands**



- ▶ 195 Rooms & Suites, Restaurant Brasserie De Verre en Verre, Martello & Marina Bars, HiTech Meeting & Event Rooms, 250 seats outdoor terrace, Swimming Pool, Spa, Beauty Treatment Centre, Room Service & Mini Bar
- ▶ Pre-opening & opening of the Radisson Blu Waterfront Hotel Jersey 4-star
- ▶ Operation and development of the F&B department
- ▶ Recruitment, training & development of the Food & Beverage team
- ▶ Hotel Duty Manager, responsible for overseeing of the hotel in GM's absence

## Restaurant & Bar Manager

### The Club Hotel & Spa - February 2007 to August 2007 - Jersey - Channel Islands

- 49 rooms & suites, the Club Lounge Restaurant and the Bohemia Michelin Star Restaurant, the Bohemia Bar, the Lounge Bar Terrace, Spa, Sauna, Swimming Pool, Meeting & Event, Room Service & Minibar
- Named one of the top 25 UK restaurants by Egon Ronay - Awarded 4 Rosettes by the AA in 2006 & 2007 - Awarded a Michelin Star in 2005, 2006 and 2007
- Management of a 14 employee-shift

## Restaurant & Bar Manager

### Boscolo Plaza Hotel - January 2005 to February 2007 - Nice - France



- 182 rooms & suites, 2 restaurants, 2 bars, 1 panoramic roof terrace
- Management of a 18 employee-shift
- [www.boscolocollection.com](http://www.boscolocollection.com)

## Bar Manager

### Radisson Blu - December 2003 to January 2005 - Leeds - United Kingdom



- 147 rooms & suites, 1 restaurant, 1 lounge bar, conference & banqueting facilities, room service & minibar
- Management of a 15 employee-shift
- Responsible for recruiting, training and developing the team members
- Responsible for the overall guest satisfaction
- Responsible for the HACCP & Food Safety procedures within the F&B department
- Menu development with the Head Chef to renew and enhance the culinary experience, quality control, cost control, payroll management, goods ordering & controlling
- [www.radissonhotels.com](http://www.radissonhotels.com)

## Skills

### Management Leadership

- Recruiting, integration and development of new collaborators
- Motivation, management and evaluation of workers during shifts
- Full administrative and operational management
- Leading by example

### Marketing Communication

- Analysis of competitive markets
- Commercial strategy to give a lift to sales
- Organisation of PR event to strive visibility
- Management of social media to push sales & special events
- Bold marketing action to create the visibility
- Being part of the community & the talk of the town

### Customer Service

- Ensure customer satisfaction by exceeding all expectation
- Management and analysis of customer feedback
- Ensure the best quality of service is provided at all times
- Complaint management and customer reviews
- Optimisation of the "Customer Relationship Management"

## Financial Awareness

- Annual budget planning & forecasting
- Management of hotel cost to include payroll
- Weekly revenue meeting to analyse the market trends and maximise sales
- Analysis of profits & losses, financial analysis & reporting, sales reports & results

## Computer Skills

- Windows / Mac OS
- Microsoft Office (Word, Excel, Power Point, Outlook)
- Opera / Micros
- SAP / EMMA
- PMI / ReviewPro



## Languages

- French (Native proficiency)
- English (Bilingual proficiency)
- Italian (Limited working proficiency)
- Thai (Notions)



## Education

### BTS Hôtellerie Restauration

Technical School Hotel Trade and Tourism Paul Augier

From 1997 to 2002

BTS Hôtellerie restauration option A mercatique et gestion hôtelière

### Leadership Essentials | Hospitality Management

eCornell Online Learning University

2019

### Hotel Revenue Management

eCornell Online Learning University

2020

## Interests

### What I Like

Self-development, Swimming, Sky Diving, Traveling

### Visited Countries

Australia, Channel Islands, France, French Polynesia, Germany, Ireland, Italy, Maldives, Monaco, Morocco, Netherland, New Caledonia, Senegal, Spain, Switzerland, Thailand, Tunisia, United Kingdom, United States