

# Ángela García Carrasco



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## HOTEL EXPERIENCE



### Eurostars Hotels : Brussels + Budapest

07/2010 –04/2016

**General Manager: 5 hotels in Brussels – SHL --Opening Eurostars Budapest**

Acting as Area Manager & Improving 5 hotels targets: services cost control , labour cost, increasing revenues while managing to “vow” the guest.

Preopening and Opening Eurostars Budapest during its first year .

04/2006 - 05/2007

**Cluster Manager : Grand Place 4\* + Brussels 4\*+ Montgomery 5\* - SLH**

Be accountable for my people, product and profit within the hotels –excellence in guest experience, maximize benefits through cost control, sales and yield, exploiting opportunities for growth across the business, ensuring hotel maximize profitability.



### Selenza Hotel Thalasso & Spa , Málaga

05/2007 - 03/2010

**Hotel Manager 4\* , managing the hotel, the villas 5\* & Thalasso– SLH-Q**

Implement Quality, Health & Safety plus Sustainability system to ensure customer satisfaction while budgeted revenues and profits achieved.

Recruitment of new talent, coaching and training them to have a highly motivated team.



### Ciudad de Cenicero Hotel, La Rioja

02/2005 - 04/2006

**Hotel Manager 4\* , boutique hotel with wine caves focus in Enology–Q&ISO9001**

Fixing strategies for maximizing guest satisfaction and service delivery.

Smooth overall running of the Property ensuring all departments ambitious to perform up to the Hotel's goals and Company philosophy.



### Intercontinental Hotels Group , Madrid

04/2003 - 02/2005

**Assistant GM: Directing and coordinating all operational activities.**

Preopening and Opening of Express “San Sebastian de los Reyes”, “Avignon”, plus “Rivas Madrid “. Drive sales and marketing strategies to meet Budget. Monitor and action all guest feedback / mystery guest programs.



## NH -Golden Tulip Hotels, Brussels + Antwerpen

05/2001 - 03/2002

**Assistant GM: NH Atlanta 4\* Brussels + NH Waldorf Antwerpen 4\*** Reopening both hotels managing all operational performance to produce results exceeding business plan. Responsible for the rebranding. Solve problems & complaints initiating corrective and preventive action.



## Hilton Hotels , Brussels

11/1999 - 11/2000

**Operations Coordinator Hilton Residence (Brussels) 5\* & Hilton Hotel ( Brussels ) 5\***



INTERCONTINENTAL

## Intercontinental Hotels Group

10/1995 - 11/1999

Brussels – Edinburgh– Dublin– Leeds –Madrid

### PROTOCOL STUDIES



**Master in " Protocol "**  
Madrid 2014



**Executive Master in Protocol, Diplomacy and Cross Cultural Relations**  
Brussels 2010 -2011



**Postgraduated Course " Protocol, States Ceremonial and International "**  
Madrid 2008-2009

### STUDIES



**Hospitality Sustainability**  
Madrid 2016



**General Managers Program**  
Ithaca NY 2015



**Master in Human Resources Management**  
Barcelona 2007-2009



**Postgraduated Course in Qualite and Excellence Service** Madrid 2003  
**Postgraduated Course in Marketing** Madrid 2000



**Hotel Management School**  
Oviedo 91-94

## LANGUAGES



**Spanish** Mother language



**English** Advanced level



**French** Advanced level



**Italian** Intermediate level

## COMPUTER KNOWLEDGE

Opera, Fidelio , Fortune, Omega, Netrez,

Lanmark , Holidex , Insite, Amadeus.

Word , Excel , Access , Internet , Outlook,

Powerpoint.

## HOBBIES

Sports: Swimming– Tennis – Squash – Yoga- Golf.

Oilpainting, enology and winetasting, reading&writing, cinema & operas & musicals ; travelling.

## OTHERS

- Speaker in , " II International Congress UNED " – Madrid 2016
- Master class in International Hospitality – ESNE, Oviedo 2016 + EIP, Madrid 2016
- Speaker in Honduras, XIV International Protocol Congress OICP, Nov 2015
- Speaker in Paraguay's I Congress about International Tourism and Protocol, June 2015
- Speaker in "International Congress UNED "- Madrid 2014
- Teacher in EVADES , Oviedo 2014 + 2015
- Teacher for "ISPD Brussels ", Brussels 2012-2013" –International Hotel Protocol.
- Speaker in the XII Congress International Protocol OICP Paraguay, Asunción, sept. 2011.
- Speaker in the conference about: "Sustainable Tourism" Málaga – May 2008, AEC
- Lecturer in " Termalia " 2008 about "Tourism of quality and excellenceservice "

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Book writer : **"International Protocol for Hospitality "**

Co-author: **"Protocol to do business with Spaniards "** plus **"Protocol ,Communication and Events Security "**

To whom it may concern,

To summarise my career of 20 years in the Hospitality industry :

International experience working within Hotels chains such as "Intercontinental Hotels and Resorts",

"HILTON International ", "NH Hotels" and "Eurostars Hotels" in different European cities:

Brussels, Dublin, Edinburgh, Leeds, Madrid, Málaga, Antwerpen and Budapest;

Have been Hotel Manager during the last 9 years.

During the last 8 years I have been complementing my hotel management experience with further studies related to Protocol and also involved in the Organization of Events and given Conferences related to Hotels, Protocol and Diplomacy; themes that I am passionate about.

Sincerely,

Ángela García Carrasco

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