

Contact

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Top Skills

luxury management
Sustainability Education
Sustainable Business

Languages

English (Native or Bilingual)
Japanese (Elementary)
Portuguese (Native or Bilingual)
Spanish (Professional Working)
French (Professional Working)
Malay (Professional Working)
Italian (Limited Working)
Indonesian (Professional Working)

Certifications

Manager of the Month August 2012
Fairmont Singapore

Honors-Awards

World Amateur Go championship

Miguel Teles de Menezes

Passionate Educator and Lifelong Learner at École hôtelière de Lausanne (Singapore Campus), Cultivating the Next Wave of Sustainable Entrepreneurs, Restaurateurs, and Hoteliers
Singapore, Singapore

Summary

International experience in 3 different continents among the best luxury hospitality brands & Michelin Star exposure.

Proven ability to manage focused in providing consistent results showing excellent organizational, operational & analytical skills. Adopt of a systematic and innovative approach to problems, providing effective solutions always taking decisions based on reliable data.

Personal Attributes - Highly organized and efficient, a flexible and versatile team player who will work hard and excel in any environment. Impressive work ethic, reliable, dependable and conscious of duties and responsibilities. A positive approach to all tasks and pride in achievements has resulted in many successes. The ability to form good relationships with both peers and staff is central to my character.

Experience

EHL

1 year 6 months

Lecturer

June 2022 - Present (1 year 2 months)

Singapore

Teaching BOSCH 2 & 3 students:

- Corporate Sustainability
- Service Operations Management
- Service Quality & Design
- Rooms Division Management

Visiting Lecturer

February 2022 - June 2022 (5 months)

Singapore

Di Bon organic coffee farm & processing center

Co-Founder

June 2017 - July 2023 (6 years 2 months)

Bali Province, Indonesia

The Organic Coffee Farm Bali is located in the middle of the jungle, we make experience by planting the original varieties of Coffee Arabica varieties (Typica & Bourbon), try new fermentation processing methods & focus in Quality.

The Koop Roaster & Cafe

Co-Owner

July 2016 - October 2022 (6 years 4 months)

Seminyak, Bali

Indonesian Specialty Coffee shop located in the heart of Seminyak.

Daily brewing, sensory and Roasting classes for all levels, sharing our love for Balinese & Indonesian coffees.

Woosong University

Assistant Professor at SIRES (Sol International Restaurant & Entrepreneurship)

March 2020 - February 2022 (2 years)

South Korea

Sol International School (SIS) was created in 2014 due to Woosong University's "Global Initiative" to fulfil global educational needs. Restaurant & Food Service Entrepreneurship (SIRES) offer a Dual-degree education program with the Institute of Paul Bocuse in Lyon, France or CETT School of Tourism, Hospitality and Gastronomy in Barcelona, Spain

-Found over 100 internship job placements worldwide for Woosong Students

-K-MOOC Korean Massive Open Online Course participation with 15 online classes about Coffee general education

-Involved in recruiting students and attracting new talent

-Professor responsible for BOB group (Bakery or Beverage)

-Involved in professor group to improve classroom material through innovation

-Involved in several guest lectures

-Monthly writer in Coffee and Tea magazine Korea since July 2021

Classes Lectured in 2020:

-Beverage Management

- Wine and food tourism
- Digital Marketing
- Marketing communication technologies
- Strategic Business plan

Classes lectured in 2021:

- Entrepreneurship
- Human Resources Management
- Specialty Coffee
- Wine sommelier
- Contemporary issues and strategies in Food and Beverage Management
- Fundamentals of Food and Beverage
- Advanced F&B service skills and technologies
- Creative catering and events planning
- Innovative technologies for the hospitality
- Wine and food tourism
- Marketing communication technologies
- Strategic Business plan

(Semester including Summer, Fall, Winter, Spring)

The Strings by InterContinental Tokyo / ストリングスホテル東京インターコンチネンタル

Director Of Food And Beverage

January 2019 - January 2020 (1 year 1 month)

Tokyo, Japan

In charge of the renovation of all Food and Beverage divisions.

Les Roches Global Hospitality Education - Bluche, Switzerland

Service Instructor

August 2018 - January 2019 (6 months)

Bern Area, Switzerland

Service instructor for All-day dining - Fine dining and restaurant Lab.

InterContinental Hotels Group (IHG®)

F&B Director

December 2015 - January 2018 (2 years 2 months)

Denpasar Area, Bali, Indonesia

Pre-opening team of the very first Hotel Indigo in a resort locatin in the World with 8 Food and Beverage outlets & introduction of the brand to the Indonesia market.

Rosewood Hotels & Resorts

8 months

Assistant Director of F&B

May 2015 - December 2015 (8 months)

Pre-opening team of Baha Mar, the largest new development in the Western Hemisphere. Built on 1000 prime acres in Cable Beach, Nassau, The Bahamas. This world class resort boasts 1000 feet of Caribbean beach front, 2,300 rooms, 34 restaurants, 14 pools, 200,000 square feet of meeting space, Jack Nicholas designed golf course, 40,000 square foot spa by ESPA and a 100,000 foot casino. The Rosewood, will offer up to 200 beach view rooms and suites, five luxurious beachfront villas, 4 signature dining venues, over 20,000 sq. ft. of meeting and event space, pools and Sense, A Rosewood Spa®, making up one of the four brands of Baha Mar project.

Task Force acting as Director of F&B

May 2015 - September 2015 (5 months)

Belmond / Formerly Orient-Express

2 years

Director of Food and Beverage

June 2014 - May 2015 (1 year)

Myanmar

Luxury Cruise Ship running on the Ayarwaddy (Irrawaddy) and Chindwin Rivers in Myanmar managed by Belmond / Formerly Orient-Express. Reporting directly to General Manager based in Yangon corporate office and able to achieve 92% & 97% LQA (Leading Quality Assurance) within Road to Mandalay.

Fully in charge of training and development of new concepts enhancing the F&B department.

Responsible for the CSR (Corporate Social Responsibility) on board.

Food and Beverage Manager

June 2013 - July 2014 (1 year 2 months)

Yangon Myanmar

Reporting directly to the General Manager responsible for the F&B Operations and Management.

Monitor SOP's, EOS, able to achieve 92 % and 94% in LQA in F&B department, ensuring that all the targets are exceed. Involved in the rebranding from Orient-Express to Belmond. Awarded the Best Service in Yangon by Myanmar awards.

Control of Food and Beverage cost, ensuring achievement of financial results of Budgets, Forecasts, Implementation of effective Up selling techniques, PR promotions and creation of new innovative F&B concepts setting the Trend in Myanmar Hospitality Industry

Food and Beverage Task Force
June 2014 - June 2014 (1 month)
Thailand Koh Samui by Orient Express

Regent a Four Seasons Hotel
Outlets Manager
April 2012 - June 2013 (1 year 3 months)
Regent Singapore

In charge of the most successful Tea Lounge in Singapore being able to apply a REVPASH (Revenue per Available Seat hour) increasing revenue and covers for more than 50%.

Successful plan and open of a new Outlet Dolcetto by Basilico, a new gourmet Italian Pasticceria and to be able to set the trend and drive the Coffee culture in Singapore.

Fully in charge of promotions, month end reports and analysis.

Fairmont Hotels & Resorts
1 year 6 months
Assistant Restaurant Manager
May 2011 - May 2012 (1 year 1 month)

Running daily operations of a large restaurant doing an average of 900 covers a day with a team with over 50 Internal guests.

-Leader of the Month August 2011

Restaurant Executive
December 2010 - May 2011 (6 months)

Involved in Promotion, Month end Reports, Training, Hiring, Scheduling.
Promoted to Assistant Restaurant Manager after 6 month.

Relais & Châteaux

Resident Assistant F&B Manager (Douro Valley)

April 2010 - November 2010 (8 months)

Responsible for the planning and organisation of the most personalise Hotel in Portugal, 7 Kitchens around the 2nd Biggest farm in Douro Valley well know as Maison des Reves. Together with Michelin Star Chef ensuring the highest level of Food and Service was provided.

The Leading Hotels of the World

Management Training F&B USA (AAA 5 Diamond)

August 2009 - April 2010 (9 months)

Introduction to F&B Management techniques, understanding the functionality of well established Fine Dining Restaurant getting exposure to all related Outlets

The Ritz London

Chef de Rang

September 2008 - August 2009 (1 year)

Responsible for a station in one of the most charming and classic Dining Rooms in United Kingdom with * Michelin Star

Hilton Worldwide

Resident F&B Supervisor Trainee

2008 - 2008 (less than a year)

Working directly with F&B Director in organising and planning the smooth operation and promotions of 3 Restaurants, 2 bars and conference and banquet facilities.

The Ritz-Carlton Hotel Company LLC

Trainee in Guest Services / Rooms Department (Penha Longa)

2007 - 2007 (less than a year)

Working as a Bell Boy, Concierge and Reception ensuring great customer satisfaction. Awarded with the Ritz Carlton Lightning Strike

Ritz Four Seasons

F&B Trainee

2006 - 2006 (less than a year)

Exposure to Ritz Four Seasons Kitchen, Fine Dining Restaurant and Bar

Education

HEC Paris

Executive Master of Science in Innovation & Entrepreneurship · (June 2023 - December 2024)

MIT Sloan School of Management

Professional Certificate in Sustainability , Sustainability Studies · (July 2023 - August 2024)

Cornell University

Certificate , Sustainable business · (December 2022 - April 2023)

The Hong Kong Polytechnic University

MicroMasters, International Hospitality Management · (August 2022 - August 2023)

EHL

Designing Hotel and Restaurant Concepts & Wine Investment: Making Money With Wine Collections · (April 2022 - June 2022)