

PERSONAL INFORMATION

Name : Maaïke Antonia Cornelia
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OBJECTIVE : To continue develop myself in all different aspects of hospitality and grow to a successful leader

ACHIEVEMENTS

- ❖ 2017 - 2020 Employee Satisfaction Survey 100% achieved
- ❖ 2018 Brand standard audit 100% achieved
- ❖ 2017 Brand standard audit 98% achieved
- ❖ Implemented an internal brand standard audit SOP
- ❖ Won several best wow stories of the hotel
- ❖ The Allium Bangkok TripAdvisor from #431 to #14 in Bangkok

PROFESSIONAL EXPERIENCE

Jan 2020 - Present

Venues Manager

Company: The Athenee Hotel, A Luxury Collection Hotel
Outlets: The Allium Bangkok (Fine Dining), Glaz Bar, The View Pool Bar & In Room Dining
Responsibilities:
◊ Responsible for up to 50 employees
◊ Driving revenue efficiency and cost control in all outlets in relation with Covid-19
◊ Responsible for monthly wine dinners in collaboration with local suppliers
◊ Creating monthly F&B promotions/campaigns to drive revenue
◊ Managing online channels/ ensure CI is reflected on digital artwork
◊ F&B in charge during absent F&B Director



THE ATHENE HOTEL
BANGKOK

June 2019 - Dec 2020

Assistant Venues Manager

Company: Grand Hyatt Erawan Bangkok, Responsible for all 4 outlets on the lower lobby
Outlets: Bar @ 494 / You & Mee / Erawan Bakery / Spasso Italian Restaurant
Responsibilities:
◊ Responsible for up to 24 staff
◊ Promotion, planning & execution for online channels in collaboration with marketing
◊ Pre-opening responsibilities of the new Italian Restaurant 'Salvia'
◊ Benchmarking, Menu Engineering and Concept Development for Salvia Restaurant



Jan 2019 - June 2019

Assistant Restaurant Manager

Company: Grand Hyatt Erawan Bangkok, Tables Grill Fine Dining (Closed from June 2019- TBC)
Responsibilities:
◊ Responsible for up to 15 staff
◊ Pursuing a Michelin star
◊ Responsible for creating the staff schedule and daily service trainings



Feb 2017 - Dec 2018

In Room Dining Supervisor

Company: The Ritz-Carlton, Hotel Arts Barcelona
Responsibilities:
◊ Responsible for up to 25 staff in a 24/7 environment
◊ Responsible for hiring, training and evaluation of employees and flex workers



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Aug 2016 - Feb 2017

Restaurant Hostess

Company: The Ritz-Carlton, Hotel Arts Barcelona
Responsibilities:
◊ Guarantee the highest level of guest satisfaction
◊ Manage over ETT's, making schedules and responsible for the billing process



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SIDE EXPERIENCES

Dec 2017- Jan 2018

Taskforce F&B

Company: Renaissance Vienna
Responsibilities:
◊ 6-Week taskforce F&B Assistant Manager during the Festive season



Feb 2014 - Jun 2014

Chef de rang, Restaurant Enoteca **

Company: The Ritz-Carlton, Hotel Arts Barcelona
Responsibilities:
◊ Started as waitress and got promoted to chef de rang after 2 months
◊ Responsible for maintaining the two Michelin stars and striving for a third



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EDUCATION

Jul 2015 - Jul 2016

HTL International School of Hospitality Management, Tourism and Languages

Master Degree in International Hospitality and Tourism management.

Sep 2009 - May 2014

Graduated with a Degree in Hospitality Management at "Het Klooster" in Amersfoort

LANGUAGES

Overall skills:

Dutch
Native

English
Native

Spanish
Native

French
Basic

German
Basic

Thai
Basic

REFERENCES

Upon request