

DOMINIQUE R. LEMERCIER

drlemercier@yahoo.com

+65 91339764

Passionate hospitality leader with extensive guest relations, F&B operations and fine-dining experience as well as in-depth and cross-cultural knowledge of the luxury segment, focused on going beyond customer expectations, providing service excellence and ensuring maximized staff development.

PROFILE

❖ F&B OPERATIONS | GENERAL MANAGEMENT | FINE DINING

28 years' experience in 5-star hotels and the finest restaurants across 5 continents, some of which exceeded average daily covers of 800 (Eiffel Tower Restaurant, Las Vegas). Comfortable and striving in the most challenging F&B environments; and whether it is exclusive fine-dining or volume-based business, the guest is always first.

❖ GUEST RELATIONS | VIP & BUTLER SERVICE

In charge of the overall front of house at Shangri-La Singapore's renowned Valley Wing, the most exclusive accommodation within the resort, including supervision of butlers, lobby concierges, guest relations officers, F&B service managers. Responsible for entire customer journey of VIPs, starting from pre-arrival up until post-departure and delivering the most memorable, personalized experience possible by anticipating their needs at every step. Key activity was the seamless coordination and effective collaboration with stakeholders throughout the rest of the hotel as the Valley Wing team acting as the single point of contact for the guest. Successful implementation of fine details to constantly drive improvements, even for the most discerned regular guest.

Visible and involved presence, leading teams to deliver exceptional guest service and quality standards, ensuring colleagues understand key drivers of guest satisfaction and involving them to develop new initiatives to enhance guest experience.

❖ PRE-OPENINGS | MULTI-CULTURAL ENVIRONMENTS

Roger Vergé's gourmet restaurant "La Cuisine du Soleil" at Maksoud Plaza, Sao Paulo
Roger Vergé's multi-outlet concept "Sutter 500" in San Francisco

Alain Chapel's premium restaurant "Pierre" at Le Méridien San Francisco

Shannon Bennet's "Vue by Shannon Bennett" at Al Bustan Palace, Oman

❖ FINANCIAL ACUMEN | STRATEGIC LEADERSHIP

Extensive experience with P&L analysis, budget, forecast, re-forecast and CAPEX planning, as well as stock control. Effective deployment of staff in line with business volume.

❖ SALES | MARKETING

Developing and executing successful promotions, including high-end wine dinners with Lafite Rothschild, Opus One and Krug wineries. Implemented initiatives resulting in substantial revenue and profit increases, Familiar with menu engineering, menu creation and improvement. Adapt to market and customer profile changes as well as generate and implement innovative ideas according to latest market trends.

❖ TALENT DEVELOPMENT | TRAINING

Strong emphasis on creating and conducting staff trainings to maximize performance improvement as well as their growth. Skilled in identifying individual's strengths and building on these with personalized development plans.

PROFESSIONAL EXPERIENCE

<i>Maître D'</i> One-Star Michelin Restaurant, Singapore	Since Oct 22
<i>Outlet Manager</i> Mexican Food Corporation Guzman Y Gomez	Apr 22 – Oct 22
<i>Valley Wing Manager, F&B</i> The Valley Wing, Shangri-La Hotel Singapore	Nov 17 – Dec 20
<i>Food & Beverage Consultant/Director of Operations</i> Le Plat du Jour, Hamburg, Germany	Jul 16 – Oct 17
<i>Food & Beverage [Reopening] Consultant</i> Jing - The Peninsula Beijing, China	May 15 – Jun 16
<i>General Manager</i> Gaddi's - The Peninsula Hong Kong, Hong Kong SAR	Nov 11 – May 15
<i>Director of Restaurant Operations</i> The Ritz-Carlton, Muscat, Sultanate of Oman	Dec 08 – Nov 11
<i>General Manager</i> Brasserie Philippe Mouchel - Crown Casino, Melbourne, Australia	May 08 – Nov 08
<i>Concept Consultant</i> Hubert Keller Management - Las Vegas, USA	Apr 06 – Dec 07
<i>Operations Manager</i> Eiffel Tower Restaurant – Hotel Paris, Las Vegas, USA	Dec 04 – Jan 06
<i>General Manager</i> Seeger's - Atlanta, USA	Dec 03 – Jul 04
<i>Chef-Owner</i> Dominique's - Hamburg, Germany Michelin and Gault et Millau cited	Sep 87 – May 03
<i>Restaurant Manager</i> Restaurant de France - Le Méridien Singapore 3 Michelin Star Chef-consultant Louis Outhier	1985 – 1987
<i>Restaurant Manager</i> Pierre - Le Méridien San Francisco, USA 3 Michelin Star Chef-consultant Alain Chapel	1983 – 1985
<i>General Manager</i> Sutter 500 - San Francisco, USA 3 Michelin Star Chef-consultant Roger Vergé	1982 – 1983
<i>Manager/Head Sommelier</i> Maksoud Plaza Hotel - Sao Paulo, Brazil 3 Michelin Star Chef-consultant Roger Vergé	1979 – 1982

Maître d'Hôtel/Chef Sommelier 1976 – 1979
Le Moulin de Mougins - Mougins, France
3 Michelin Star Chef Roger Vergé
Youngest Chef Sommelier in a 3 Michelin Star establishment

Apprentice 1974 – 1976
La Tour d'Argent - Paris, France
3 Michelin Star Chef Jean Lucas

EDUCATION & QUALIFICATIONS

- ❖ Certification in Food Safety in Hospitality Management Programs, National Hospitality Institute - SAOG
- ❖ Bachelor's Degree in Hospitality Management – American Intercontinental University, IL, USA
- ❖ Baccalauréat in Economics – France

LANGUAGES

- French Native
- English Proficient (written & spoken)
- German Advanced (spoken)
- Spanish Advanced (spoken)
- Portuguese Advanced (spoken)

REFERENCES

Kevin CHANG, Assistant Food and Beverage Director – Shangri-La Hotel, Singapore
sykchang@outlook.com

Xavier POUGNARD, Hotel Manager – Shangri-La Hotel, Singapore
xavierpougnard@hotmail.com

Joseph SAMPERMANS, General Manager – The Peninsula Bangkok
josephsampermans@peninsula.com

Marc EPPER, Hotel Manager – The Mandarin Oriental Macau
mepper@mohg.com

Gian MULLER, Food and Beverage Director – Badrutt's Palace Hotel, St. Moritz
gian.muller@ehl.com

Martin VAN KAN, Area Vice President Middle East – IHG Malta
martinvankan@hotmail.com

Guillaume GALLAS, General Manager – Accor Hotels, Hong Kong SAR
guillaume.gallas@accor.com

Rocco BOVA, General Manager – Project 4, Mexico City
roccobova@hotmail.com