

PHILIP YU

Mobile: [REDACTED]

Email: [REDACTED]

PROFILE

Comprehensive executive-level experience in hotel and restaurant management and operations, including strategic planning, process management and team leadership with full P&L responsibility for expansion, turnarounds, revenue growth and cost reduction.

SELECTED HIGHLIGHTS

Firmly committed to consistently gaining the highest levels of guest satisfaction at all times. Strong background in resort management, staff training and development, food and beverage, guest and owner relationships. Results-oriented, with an ability to see any assignment to successful completion.

PROFESSIONAL EXPERIENCE

2/2011- Present BLOSSOMS RESTAURANT GROUP San Juan, Puerto Rico
Consulting for Blossoms Group

Responsible for overseeing daily operations for this restaurant group.

11/2010 -1/2011 CADAQUES CARIBE Bayahibe, Dominican Republic
Consultant

Assisting in the opening of the resort, responsible for service and operational efficiencies.

1/2010 -9/2010 BAHIA BEACH RESORT & GOLF CLUB Rio Grande, Puerto Rico
Director of Operations

Responsible for overseeing the club house and residential rental operations.

1/2008 -9/2009 OOF RESTAURANT GROUP San Juan, Puerto Rico
General Manager

Responsible for overseeing and leading 5 upscale, high energy restaurants for this progressive and contemporary restaurant company.

5/2005 – 12/2007 WESTIN & SHERATON OUR LUCAYA RESORT Grand Bahamas, Bahamas
Resort Manager / Interim GM

Responsible as Resort Manager for this 1,216 room property featuring 14 restaurants and bars, 45K square feet of meeting facilities, and 2 championship golf courses. Served as GM for 10 months during the property transition and had oversight of standards implementation to Westin and Sheraton brands.

- Helped team meet ownership financial hurdle resulting in first time profit incentive payment to Management Company.
- Implemented Westin and Sheraton brand standards impacting rooms' renovation, spa & fitness upgrade, and meetings improvement.
- Oversaw \$40M renovation of both resorts.

12/2003 – 5/2005 CANEEL BAY A ROSEWOOD RESORT St. John, U.S.V.I.

Resident Manager

Responsible as the Resident Manager for this premier luxury resort for 166 deluxe rooms, 4 restaurants and bars.

- Added additional revenue streams, strengthened food and beverages operations, strengthened staff morale and effectiveness and improved operating margins through operations efficiencies.
- Solidified AAA Four-Diamond level by improving service standards.
- Improved overall guest experiences by defining arrival and departure processes and restructuring beach activities.

9/2002 – 10/2003 WYNDHAM CONDADO PLAZA HOTEL & CASINO San Juan, PR
Hotel Manager

Responsible as the Hotel Manager overseeing the operations for this 570 room deluxe hotel, featuring 9 restaurants and bars, and 27K square feet of meeting facilities.

- Hotel outperformed all Wyndham hotels with an EBITDA of \$26M
- Improved guest satisfaction through product renovations and stronger employee service standards.

9/2001 – 9/2002 BLOSSOMS RESTAURANT GROUP San Juan, Puerto Rico
Vice President

Responsible for overseeing daily operations for this restaurant group consisting of 6 gourmet restaurants. Managed all opening initiatives of two new concepts one in Aruba and one in Puerto Rico.

9/2000 – 9/2001 WESTIN RIO MAR RESORT & COUNTRY CLUB Rio Grande, PR
General Manager / Ocean Villas

Responsible as General Manager opening this 94 room Ocean Villas luxury resort, part of the Westin Rio Mar Beach Resort consisting of 694 guest rooms.

- Achieved 96% GSI overall satisfaction.

8/1993- 9/2000 WYNDHAM HOTELS AND RESORTS
EL CONQUISTADOR RESORT & COUNTRY CLUB

Fajardo, Puerto Rico

General Manager / Las Casitas Village

11/1999 – 9/2000

Responsible as General Manager for this 164 room AAA 5 Diamond Luxury Resort and Golden Door Spa.

WYNDHAM CHICAGO

Chicago, Illinois

Hotel Manager

11/1998 – 1/1999

Responsible as Hotel Manager and Opening Member overseeing this 417 room hotel, featuring 2 restaurants and bars, and 17K square feet of meeting facilities.

- Implemented standards and guest service models.

EL CONQUISTADOR RESORT & COUNTRY CLUB

Fajardo, Puerto Rico

Director of Food and Beverage

6/1995 – 11/1998

Assistant Food and Beverage Director

8/1993 – 6/1995

Responsible as opening member of this 918 room resort, featuring 16 restaurants and bars, 75K square feet of meeting space.

11/1992 – 7/1993

THE RITZ-CARLTON BUCKHEAD

Atlanta, Georgia

Restaurant Manager

Responsible as Restaurant Manager for this 553 room deluxe hotel with a Mobil/Forbes 5 Star, and AAA Five-Diamond rating. The hotel features 20k square feet of meeting space with 22 rooms.

6/1991 – 9/1992

GRAND WAILEA RESORT & SPA

Maui, Hawaii

Restaurant Manager

Responsible as Restaurant Manager for this 780 room deluxe hotel that also features 100k square feet of flexible meeting space.

1/1990 – 5/1991

LOEWS VENTANA CANYON RESORT

Tucson, Arizona

Director of Restaurants

Responsible as Director of Restaurants for this luxury resort featuring 398 guest rooms, and 30k square feet of meeting space.

12/1980 – 12/1989 **MARRIOTT HOTELS AND RESORTS**

BETHESDA MARRIOTT **Bethesda, Maryland**

Restaurant Manager

Responsible as Restaurant Manager for this 399 room hotel that also featured 18,500 square feet of meeting space.

MAUI MARRIOTT

Lahaina, Hawaii

Restaurant Manager

Responsible as Restaurant Manager for this 499 room resort hotel that features 45k square feet of meeting space.

NEW ORLEANS MARRIOTT **New Orleans, Louisiana**

Restaurant Manager

Responsible as Restaurant Manager for this 1,300 room convention hotel that features 80k square feet of flexible meeting space.

CASTLE HARBOUR MARRIOTT **Tuckers Town, Bermuda**

Restaurant Manager

Responsible as Restaurant Manager for this 426 room resort hotel that features 40k square feet of indoor flexible meeting space and an additional 20k square feet of outdoor meeting space.

EDUCATION:

University of Maryland

College Park, Maryland