

**Michel Grand**

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**Managing Director**

A proficient and rigorous decision-maker, I advocate socially responsible management. A fine negotiator, creative and flexible, I motivate and communicate with my internal and external partners, as well as my beneficiaries, with respect, empathy, humility and diplomacy. A man of values with a keen sense of service for excellence, I build around me a fair, equitable, sustainable and united environment. I attach a great importance to continuing education and innovation.

COMPETENCIES

- Transparent and participatory management of multidisciplinary and multicultural teams, attentive, listener
- Administrative and financial management of multidisciplinary companies with measured and efficient results
- Capacities of analysis, synthesis and planning in continuous improvement and in the management of multiple and complex projects (6sigma / Lean)
- Capable of transforming entities in difficulty into profitable and recognized projects
- Strong mastery and aptitude for using digital, office and social media tools
- Attached to traditions while giving them a touch of modernism and topicality
- Intrapreneur or experienced entrepreneur
- Teacher and trainer for Professionals
- Elected city council active member

PROFESSIONAL EXPERIENCE

08/2013-Present Expert on Demand (EoD), Lausanne, Switzerland

I help small businesses do big things! I create, I strengthen, I optimize...

09/2013-07/2020 Owner & Director distriBOtion.CH, Puidoux, Switzerland

Created, developed and managed the distribution of exclusive tools and machines around the wine, beer, cocktails, water and the gastronomy with concepts creation. Created www.DrinkNtec.CH

04/2009-08/2013 Sales & Development Director, Enomatic & Autour du Vin, Provins Valais, Sion, Switzerland

Development and launch of the exclusive distribution of Enomatic and exclusive accessories around the wine in Switzerland, Liechtenstein, Austria and Germany, CHF 2 million turnover, full P&L responsibilities.

04/2005-05/2007 General Manager, Gate Gourmet Norway, 250 employees, 9'000 meals/day, €20M T/O

Complete management of the production and distribution of meals, bars, duty free and personalised services to 10 clients daily, from 7 production facilities and 4 finishes places and 2 cantinas. Full financial and customer's services responsibilities, including P&L

Results: EBITDAM increased by 210% in 2 years, productivity increased by 35%, turnover increased by 20%, decreased the costs by 30%, realised a profit margin of 14%, gained 3 new customers and renew contracts for 2 others representing 70% of the revenue, obtained the trust of the unions and the customer's base.

09/2002-03/2005 General Manager, Gate Gourmet UK&Ireland, 400 employees, 15K meals/day, €50M T/O

Lead the business units' entire operational, financial & customers' performance.

Results: Improved the productivity by 10%, realised savings of 6% of the turnover as Acting General Manager Dublin's unit (2004-2005). Implemented the culture and tools of continuous improvement programme within the region of UK & Ireland as Regional Project Manager (2004). Lead the « Global Service Excellence » project (become the first and fastest unit in Europe), realised savings of 15% of turnover, EBITDAM of 15%.

1996-2002 Career in Luxury Hotels & Resorts, Food & Beverage Director (Sheraton, Hilton, Sofitel)

Expert in openings and rebrandings prestigious Hotels & Resorts. Managed Food & Beverage teams from more than 100 employees with full responsibilities of departmental P&L, business development/promotions, operational procedures and full training.

01/2002-07/2002 Food&Beverage Director - Re-branding and opening, Sofitel Silom, Bangkok, Thailand

5 Stars Hotel with 454 rooms, 3 restaurants, 2 bars, 1 business lounge, 24/24 room service, Banquet & Conferences, outside/event catering and minibar.

- Created all the Food&Beverage concepts; design, building, procedures, training
- Management of all the Food & Beverage outlets (70 employees), Internal/external events

- 04/2000-12/2001 **Food & Beverage Director - Opening, Hilton Hua Hin Resort & Spa, Thailand**
 5 Stars Resort with 297 rooms, 4 restaurants, 4 bars, 1 Night Club, 24/24 room service, Banquet & Conferences (+500), outside/event catering, minibar.
 - Created all the Food & Beverage concepts; design, building, procedures, training
 - Management of all the Food&Beverage outlets (89 employees), Incl. Hilton Otaru, Japon
 - Left for Sofitel, who headhunted me
- 11/1998-03/2000 **Food & Beverage Director – Opening, Maldives Hilton Rangali, The Maldives**
 5 Stars Resort with 130 villas, 3 restaurants, 2 bars, 24/24 room service, Banquet & Events
 - Created all the Food & Beverage concepts; design, procedures, training and promotions
 - Management of all the Food&Beverage outlets (54 employees), Internal/external events
 - Transferred by Hilton to the next operation, in Thailand
- 01/1998-10/1998 **Beverage Manager – Opening, Sheraton Addis, Addis Ababa, Ethiopia**
 5 Stars deluxe Hotel with 293 room and suites, 4 villas, 6 restaurants, 7 bars, 1 Night Club, 24/24 room service, Banquet & Conferences, business centre
 - Created all the Food & Beverage concepts; design, procedures, training and promotions
 - Management of all the Food&Beverage outlets (54 employees), Internal/external events
- 03/1996-12/1997 **Food & Beverage Manager, Rihiveli Beach Resort, Maldives**
 4 stars Resort with 48 villas, 2 restaurants, 1 local restaurant, 2 bars, outdoor catering
 - Management of all the Food & Beverage outlets (35 employees), Internal/external events
 - Improved all the Food & Beverage concepts and built a new Food & Beverage store

OTHER EXPERIENCES

- 01/2014-Present **Senior Lecturer IMI, Lucerne, Switzerland, www.imi-luzern.com**
 Teaching MBA's Real Estate Mgmt and Luxury Goods Mgmt
- 07/2020-12/2020 **Trekking, Europe, www.elcaminodemiguel.ch**
 Pilgrimage from Constance (DE) to Cape Finisterre (ES) passing through Santiago de Compostela and crossing Switzerland, France and Spain (2'643KM)
- 05/2012-10/2018 **Owner & Director moBOo.CH, Switzerland, www.moboo.ch**
 - Created, developed and managed the 1st Swiss crowdfunding platform www.moBOo.CH
- 08/2007-03/2009 **Full-time MBA with launches of several projects and completion of the MBA thesis**
 - Development of the commercial and operational structure & strategy, www.guepard.ch
 - Making of a full business plan for a new concept of Ecothic & Luxury timepieces
 - Making of the business model and its website as well as setting and launching the operation of www.boestate.com
- 1993-1995 (15mo) **Swiss Army until the rank of Quartermaster**
 - Pilot Leopard II tanks, Tank Commandant (as corporal) and quartermaster's school

EDUCATION

- 2007-2008 **MBA, International University of Monaco**, graduated with honours, GPA of 3.7
 2004-2004 **Mastering New Challenges**, IMD Lausanne
 1993-1995 **Master in Hotel Management, Lausanne Hotel School (EHL)**, graduated with honours, major

Expert in: Lean transformation/6sigma, General Management, Project Management, General Accounting, customer's services, fully qualified chef and sommelier (2x CFC)

LANGUAGES AND TECHNOLOGIES

Languages: **French:** Mother tongue **English:** Fluent **German:** Basic Professional Conversations

Computer skills: Windows, Microsoft Office 365, SACS, Fidelio, internet, Wix.com, Wineldea, Logic PRO, ++

CENTER OF INTERESTS

Amateur musician and song writer. Theatre & general culture passionate. Confirmed sportsman on water & snow, trekking & Squash. An ascending member of the "Confrérie des Vignerons" and a member of Vevey's Arquebusiers & Carabiniers.