

Klaus R. Rauter



Curriculum Vitae

Name: Klaus R. Rauter
Nationality: Austrian / European Union
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Strength and Skills

- Leading position as a general manager for several 4-and 5-star pre-opening resorts
- Many hotel and resort openings
- Expert in IT and on-line marketing (strong personal interest)
- Strong experiences in F&B field both service and kitchen areas
- Believer of TOTAL budgeting to have best possible yield management
- Strong supporter in training and people development (people growth)
- Up-to-date sales and marketing techniques (product growth)
- Flawless delegation and effective work follow up system
- Strong leadership skills, able to drive and motivate a large team to develop themselves and the business
- Flexible and adaptive to different cultural diversified clients and employees
- Easily adapting to a new environment and culture
- Assertive, smiling person and very polite

Professional Work Experience

Managing Director Mai-BS (Thailand) 2009 – now

Mai-BS (Thailand) is a Thai owned Company with focus on:

1. Hotel Consultation and Service Training - <http://mai-bs.com>
 2. Quality Properties – <http://propertiesyouneed.com>
 3. Hotel and Resort Directory – <http://tourismdirectoryasia.com>
- **7 March, 2010:** Guest Speaker on Human Resource Management and Organizational Potential for Master of Management in Hospitality and Tourism course, Mahidol University International College, Sathorn City, Bangkok Thailand
 - **24 April, 2010:** Guest speaker on Psychology in Service for Tour Guide, Tour Guide Course, Faculty of Arts, Mahidol University, Phayathai Campus, Bangkok, Thailand

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Asst Managing Director 2009 – 2010 (Consulting)

Property Development Company below to THAIRUNG Companies.

<http://sinthoranee.com>

Group General Manager and temporary General Manager - September 2007 until July 2009

ASTUDO HOTEL & RESORTS

Did build together with the CEO the Resort Group from 1 resort to be 15 resorts within 1 ½ years.

- Homepage <http://astudo.com>
- X2 Resort Brand: <http://x2resorts.com>
- Away Resort Brand: <http://awayresorts.com>
- The Case Hotel Brand: <http://thecasehotels.com>
- Have been temporary assigned to: <http://andaraphuket.com> (A prestigious Allan Zeman Project)

Responsible for:

Head Office; Sourcing of new properties, Group Reservations, Group S&M, Group Engineering and all individual Resort Managers

Pre-Opening and Opening General Manager - October 2006 – September 2007

PHOWADOL RESORT / CHIANG RAI

Homepage <http://phowadol.com>

Responsible for:

Whole Resort and party the concept development, pre-Opening, Pre-Opening S&M and systems. Owners like to manage themselves after one year.

Pre-Opening Resort Manager (Re-Opening after Asian Tsunami) October 2005- September 2006

IMPIANA PHUKET

Homepage: <http://impiana.com>

Worked on a kind of local contract to re-open this resort.

Responsible for:

Whole Resort and implementation of all new SOP's and Standards. Strong focus on E-Marketing with good results.

General Manager January 2005 until August 2005

BANDARA SAMUI

Homepage: <http://bandarasamui.com>

After the Asian Tsunami to help my former General Manager to open this resort with only 3 weeks lead time.

Responsible for:

Opening of the resort with very few managers and staff.

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General Manager (until Tsunami 2004) July 2004 until January 2005

ZEAVOLA PHI-PHI ISLAND

Homepage: <http://zeavola.com>

Very proud to say that concept and services have been partly my work.

Responsible for:

Whole Resort Pre-Opening and S&M

Director of Food and Beverage and EAM (replacing GM on day off) December 2002 until June 2004

BANYAN TREE PHUKET

Homepage: <http://banayantree.com>

Responsible for:

All F&B Department and Banqueting at Banyan Tree Phuket, Allamanda Vacation Club Phuket and Laguna Golf Club.

Break as our first and only daughter did arrive. February 2002 until December 2002

I did use this time to help my relative to set up one Restaurant at Hua-Hin. I did also help a London Business Man to recover his company at Samui Island.

Director of Food and Beverage and Executive Chef April 1999 until February 2002

SIX SENSES HOTELS And RESORTS (Soneva Fushi and Evason Hua-Hin)

Homepage: <http://sixsenses.com>

Responsible for:

All F&B, new F&B concepts, new outlets and all Bars

Executive Chef in charge F&B - October 1998 until April 1999

FORTUNE HOTEL BKK (currently Mercure Hotel)

Homepage: www.fortunehotel.com/

F&B Manager – September 1997 until September 1998

RADISSON HOTEL BANGKOK

Homepage: <http://www.radisson.com/bangkokth>

Executive Chef – June 1996 until June 1997

THE REGENT CHA-AM

Homepage: <http://www.chaam.holidayinn.com/en/index.html>

Executive Chef and Executive Sous Chef 1989 until 1995

DUSIT LAGUNA & SANTIBURI DUSIT RESORT

Homepage: <http://santiburi.com>

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OTHERS:

- Cruise Ship (Royal Viking Star and Royal Viking Sky)
 - Duc the Rohan Hotel, Chur, Switzerland
 - Several Seasonal Contracts in Germany, Austria and Switzzlerland (in those countries most of the hotel employees work seasonal contracts e.g. winter season and summer season)
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EDUCATION:

- 4 years primary school in Radweg / Austria
 - 4 years secondary school in Moosburg / Austria
 - 1 year Polytechnic school in Klagenfurt / Austria
 - 3 years apprentice school in Salzburg / Austria
 - 1990 Cornell University Course "Managing for profits"
 - 1991 Cornell University Course "The last three steps"
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PERSONAL INTERESTS:

- Reading different types of books and articles e.g. cultural, philosophical, hotel and tourism related, world-wide news and trends etc.
- Understanding health related issues and IT up-to-date trends
- Interacting with people for example staff, guest and local people in the living community

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