**Richard**

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**General Manager – Travel and Tourism**

* High caliber, entrepreneurial, accomplished travel and tourism industry professional with 30 years of rich diverse experience in the UAE and the UK.
* Extensive experience in business development and sales across various domain of the travel and tourism industry including corporate travel, business travel, concierge, luxury travel and cruises.
* Skilled in building partnerships and developing strategies and plans to provide consistent high standards of customer service facilitating robust sustainable business growth.
* Working since 2004 in the UAE contributing to the founding and growth of a new travel agency – Prime Travel and Tourism after a series of successful assignments with leading organizations in the UK.
* Proactive, achievement driven leader with strong work ethic and integrity seeking a top management position to leverage multifaceted competencies and add value to the organization by achieving business goals and objectives.

**Key Skills**

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| * Travel and Tourism Business | * Travel Agency Management | * Business Development |
| * Sales and Marketing | * Customer Relations Management | * B2B Sales |
| * Corporate Travel | * Leisure Travel | * Event Planning |
| * Strategic Planning and Execution | * Annual Business Planning | * Budgets and Cost Control |
| * Negotiation and Deal Closing | * Process/System Optimization | * Staff Management |
| * Compliance Management | * Stakeholder Relations | * Teambuilding and Leadership |

**Professional Experience**

**General Manager** (Nov 2004 to Nov 2017)

Prime Travel & Tourism LLC, Dubai, UAE

<http://www.primetravelshop.com/>

**Highlights:**

* Made significant contributions to the opening of a new travel agency in Dubai and in driving successful growth with current average annual gross sales of over USD 20 million.
* Secured a number of highly significant win-win contracts through effective liaison and coordination with partners and clients.
* Improved consistency and quality of customer service and enabled growth by revamping company processes and procedures.

**Key Responsibilities:**

* Managed operations of the company which offers a range of business travel – catering to small businesses as well as large corporate companies; luxury travel packages and cruises.
* Directed and controlled the staff of 30 across the head office, 2 leisure travel branch offices in Dubai and 2 international offices in Iraq and Afghanistan, monitoring performance to achieve all predefined sales, revenue and growth objectives.
* Developed and implemented annual business plans including KPIs and targets along with annual operation and sales budgets aligned to the overall corporate objectives.
* Built and reinforced professional relationships with business partners and clients facilitating identification and realization of business opportunities.
* Formulated, implemented and updated processes, policies and procedures for all key business functions to facilitate flawless operations with exceptional customer service.
* Recruited, trained, deployed and motivated staff, maintained effective communication channels and conducted performance appraisals to identify and provide skills and competencies for improving efficiency and productivity.
* Supervised client relations activities including mapping client requirements, recommending optimum solutions, finalizing deals and providing consistent high standards of service to achieve customer satisfaction and loyalty.
* Obtained and maintained all tourism, commercial and IATA licenses required for operations of the travel agency in Dubai UAE.
* Conducted audits and ensured compliance with all requirements related to health and safety, COSHH, risk management and finance.

**Previous Assignments**

* **General Manager**, Capricorn Travels, London, UK, Mar 2000 to Sep 2004

Led a highly productive team in a customer focused environment providing consistently high quality service in selling discounted travel tickets to customers around the world

* **Senior Travel Manager**, Music Travel Ltd, London UK, Feb 1999 to Feb 2000

Worked in a highly demanding, challenging fast-paced environment making travel arrangements for clients of various record companies including Polydor, Warner Music and Telstar.

* **Senior Travel Manager**, Carlson Wagonlit, London, UK, Oct 1997 to Feb 1999

Managed a portfolio of corporate clients including Société Générale Bank, ABN AMRO Bank, Barclays Bank, Lloyds Bank, BP, ExxonMobil and Reuters making accurate and efficient travel arrangements as per client requirements.

* **Senior Travel Manager**, Sony Music Entertainment UK Ltd, London, UK, May 1995 to Oct 1997

Organized and managed end-to-end travel arrangements for company directors and world tours of a number of record artistes.

* **Senior Travel Consultant**, Trinifold Travel Ltd, London, UK, May 1992 to Jun 1995
* Collaborated with the CEO and coordinated travel arrangements for high profile artistes, stars and VIPs in the music and Formula 1 industries. Developed plans for important events like weddings, birthdays and corporate events for high profile clients including the Sultan of Brunei.
* **Travel Consultant**, Capricorn Travels, London, UK, Jan 1989 to Jan 1992

Sold discounted travel tickets to local and international customers providing excellent service

* **Junior Travel Consultant**, Highgate Travel Ltd, London UK, Jan 1987 to Jan 1989

Started work under the Youth Training Scheme while studying for the City and Guild Travel and Tourism Diploma at De Havilland College, Welwyn Garden City Hertfordshire.

**Education**

* **ABTA Travel and Tourism Diploma,** De Havilland College – UK, Welwyn Garden City (1988)

**Personal Details**

* Nationality: British – UK
* Date of Birth: 29th Mar, 1971
* Marital Status: Married
* Hobbies and Interests: Traveling and experiencing new cultures – visited USA, Russia, Singapore, Japan, Indonesia, St. Lucia, Seychelles, Thailand, Australia, most of Europe and the Middle East.
* Languages: English
* Software: Travelport GDS Galileo, Microsoft Office – Word, Excel, PowerPoint
* References: Available on request