

SHL Hospitality Consulting Limited

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Raija Liisa Lehtonen Over 25 years of experience in the world leading hotels and resorts including 13 hotel openings

PROFESSIONAL EXPERIENCE:

- 2008 The Aman Hotel, New Delhi, India
Project Office, Housekeeping Start's Up
- 2007 Private Villas Hurghada, Egypt
Consultant Project & Interior
- 10/2004 – 07/2006 Hashoo Group Hotels, Pakistan
(Pearl Continental & Marriott Hotels)
Corporate Executive Housekeeper
Oversee 7 properties & 2 new openings
Including one – *Member of The Leading Hotels of the World®*
Reason for leaving: Due to unrest of the country and family reason
- 07/ 2002 – 10/2004 Grand Hyatt Hotel Dubai, UAE
Member of the Pre-Opening & opening Executive Housekeeper
678 Rooms and Suites & 189 Apartments
- 08/2000 – 01/2002 Le Royal Meridien Cairo Palace & Nile Tower, Cairo, Egypt
Director of Housekeeping
Cairo Palace
278 Rooms and Suites, 7 F&B outlets, Banquet up to 1'300 guests
Nile Tower
Member of the Pre-opening & Opening Team
890 Rooms and Suites, 19 F&B outlets, Banquet up to 2'000 guests
In charge of both hotel
265 Staff to supervise in total

09/1998 – 08/2000 The Westin Tai Ping Yang, Shanghai, China
Director of Housekeeping
598 Rooms and Suites
140 Staff to supervise
6 Food & Beverage outlets
Banquet up to 850 guests

07/1997 – 08/1998 Shangri-La Kuala Lumpur, Malaysia
Executive Housekeeper
720 Rooms and Suites
180 staff to supervise
7 Food & Beverage outlets

03/1997 – 06/1998 *made travel arrangements before starting*

11/1994 – 02/1997 Hilton Hotel Jakarta, Indonesia
Senior Executive Housekeeper
1100 Rooms, 280 Apartments
370 Staff to supervise
16 Food & Beverage outlets

07/1994 – 10/1994 The Pan Pacific Hotel Kuala Lumpur, Malaysia
The Pan Pacific Glenmarie Resort, Malaysia
Housekeeping Consultant for Pre-Opening

08/1993 – 07/1994 The Legend Hotel, Kuala Lumpur, Malaysia
Housekeeping Consultant Pre-Opening
700 Rooms and Suites
150 Staff to supervise
10 Food & Beverage outlets

11/1988 – 08/1993 The Pan Pacific Hotel, Gold Coast, Australia
Member of the Pre-Opening & Opening
Executive Housekeeper
300 Rooms and Suites
80 staff to supervise
5 Food & Beverage outlets

04/1988 – 10/1988 Sea World Nara Resort Hotel, Main Beach, Australia
Member of the Pre-Opening & Opening
Executive Housekeeper
402 Rooms and Suites
Left for opening of Pan Pacific

11/1987 – 02/1988 Hughes Hospitality School, Brisbane, Australia
Housekeeping Instructor

05/1987 – 10/1987 *Assignment was not available on time*

06/1986 – 04/1987 Observation City resort Hotel, Perth Australia
Member of the Pre-opening & Opening
Executive Housekeeper
336 Rooms and Suites

09/1985 – 05/1986 Ramada Hotel, Surfers Paradise, Australia
Member of the Pre-opening and Opening
Executive Housekeeper
480 Rooms and Suites

03/1985 – 08/1985 The Resort, Surfers Paradise, Australia
Executive Housekeeper
407 Rooms and Suites

10/1984 – 07/1985 *Left as received offer to open the Ramada*
Assignment was not available on time

03/1983 – 09/1984 The Boulevard Hotel, Sydney, Australia
Executive Housekeeper
380 Rooms and Suites

08/1982 – 01/1983 Regent of Sydney, Sydney, Australia
Member of the Opening & Opening
Evening Housekeeper
620 Rooms and Suites

08/1979 – 07/1982 The Sebel Town House Hotel, Sydney, Australia
Executive Housekeeper
185 Rooms and Suites

02/1977 – 07/1979 Hilton International Sydney, Australia
Floor Supervisor
600 Rooms and Suites
Returning to Finland due to family business

01/1974 – 12/1976 Hilton Hotel London, England
Waitress, Supervisor

09/1969 – 10/1974 Karl Fazer AB, Helsinki, Finland
Secretary

EDUCATION:

High School certificate, Jyvaskyla, Finland
Matriculate Examination, Jyvaskyla, Finland
Commercial Collage, Jyvaskyla, Finland
Diploma of Commerce and Business Administration

SEMINARS AND TRAINING:

Personal Development Course
Human Relations and Team Building
Personal Development program
Text Care Asia Seminar
DDI Asia/Pacific International Service Plus
Excellence Program
Life Style Seminar
Hyatt on Skills
Winning Together
Ecolab cleanliness certification program

Languages :

	Under-standing	Spoken	Written
English	Excellent	Excellent	Excellent
Finnish	Excellent	Excellent	Excellent