

Curriculum vitae of Helge Lütters



Family Status:

Date of birth: 27. November 1967 in Bonn, Germany

Male, married

Nationality of myself and my family: German

Three children: Lennart, date of birth: 02.06.2005; Mila, date of birth: 30.11.2008; Elias, date of birth: 23.08.2012

Resident adress: Kirchstrasse 23, 65239 Hochheim am Main, Germany

Privat Tel.: +49 6146 8304681; Mobil: +49 176 47977432; e-mail: helge@luetters.net

Education:

- 09/1978 - 08/1989 Gymnasium Schloss Hagerhof, Bad Honnef, Germany (**university-entrance diploma**)
- 09/1989 - 08/1990 University of Bonn, Germany, Studies the field of Law
- 09/1990 - 02/1993 Berufsschule für das Hotel- und Gaststättengewerbe, Munich, Germany (Professional school for **Hospitality Industry**)

Professional Experience:

- 09/1990 - 02/1993 **Hotel Palace, Munich**, Apprenticeship Hospitality Industry
5* Hotel with 74 rooms
- 03/1993 - 04/1993 **Bistro Terrine, Munich**, Demi Chef de Rang (french Restaurant)
- 04/1993 - 06/1993 **Tokami, Munich**, Chef de Rang (japanese Restaurant)
- 04/1992 - 08/1993 **Table Service Team, Munich**, Catering service as casual for Feinkost Käfer GmbH
- 10/1993 - 03/1995 **The Mandarin Oriental, San Francisco (USA)**
Management trainee in all hotel departments
5* Hotel with 158 rooms
During this time hotel being awarded as best city hotel in San Francisco and one of the TOP 10 in the world (Condée Nast Traveller)
- 05/1995 - 12/1995 **Café Glockenspiel, Munich**, Chef de Rang (trendy bar)

- 01/1996 - 03/1996 **Club Med, Bali** (Indonesia), Sport Animation and Organisation
- 04/1996 - 06/1996 **Rockpool, Sydney** (Australia), Catering service
- 08/1996 - 09/1997 **Grand Hotel Esplanade Berlin**
Food & Beverage Assistant Manager
 5* Hotel with 394 rooms and the famous Harry's New York Bar
 Focus on Fair, corporates and MICE
- 09/1997 - 02/2002 **Grand Hotel Esplanade Berlin**
Manager Banqueting Sales
 Promotion within the hotel with team leadership for 5 people and responsible for the M&E sale of 13 conference rooms and one event ship
 New Year's Eve Gala at the Opera, catering for Hertha BSC Stadium
- 03/2002 - 09/2002 **Grand Hotel Esplanade Berlin**
Convention Sales Manager
- 10/2002 - 09/2006 **Radisson SAS Hotel Cologne**
Manager Meeting & Events
 Part of pre-opening Management Team (Opening: February 2003)
 4* Hotel with 393 rooms, 11 meeting rooms, 2 restaurants and 1 bar
 New hotel just opposite the Cologne fair
 Focus on fair guests, corporates and MICE business
 Flagship of the Radisson Hotel Group
- 10/2006 - 01/2008 **Radisson SAS Hotel Cologne**
Promoted Food & Beverage Manager
 First step into the internal Mentee/Mentor programme
 Successful increase of the F&D Profit > 30%
- 02/2008 – 03/2009 **Radisson SAS Scandinavia Hotel Düsseldorf**
Executive Assistant Manager i/c of Operation
 (F&B, Kitchen, Housekeeping, FO, Technical)
 Radisson Hotel Group Mentee / Mentor programme
 4* Hotel close to Fair ground with 314 rooms, 1 Restaurant and 1 Bar
 City Hotel with focus auf corporates, fair and MICE
 Flagship of the Radisson Hotel Group
- 03/2009 – 06/2013 **Radisson Blu Hotel, Zurich Airport**
Deputy General Manager
 4* Airport hotel with 330 rooms focus on crew, business, MICE
 52 meeting rooms with total turnover per year approx. MCHF 40
 Responsible for all departments in cooperation with the GM
 Responsible for budget and investment application
 Responsibility 160 employees
 Two times successful conversion / renovation of the conference rooms
 additional meeting rooms on the 8th floor construction coordinated (1st part: 2009 with MCHF 4 and 2nd part in 2010 with MCHF 1.5
 Implementation and Finalization of Regulatory approval of the Famous Wine Tower (MCHF 3) several remodelling required, Lobby Renovation in 2011
 Ranked among the TOP 20 of the 125 best hotel in CH in 2011
 Flagship of the Radisson Hotel Group

07/2013 – 03/2017

Radisson Blu Hotel, Frankfurt

General Manager

4* City Hotel near fair with 428 rooms, 19 meeting rooms, 2 restaurants and 1 bar

Focus on fair guests, business and MICE

Total revenue MEUR 20 per year

Responsibility for 140 employees

Reconstruction in Q4 2013 - Q1 2014: 7 meeting rooms (700 m²) and redevelopment lobby with investment volume of MEUR 7

Renovation restaurant Gaia in 2015 with investment of TEUR 350

Renovation two Suites in Living Design Suites in 2017

Positive EBITDA development and increase in KPI's figures

Flagship of the Radisson Hotel Group

04/2017 – 07/2019

Radisson Blu Schwarzer Bock Hotel, Wiesbaden

General Manager

Transfer due to the renovations planned at Wiesbaden Hotel

Oldest Grand Hotel in Europe since 1486

4* hotel with perfect city location, 142 rooms, famous SPA bathhouse with 1 restaurant and 1 bar and 8 meeting rooms

Focus on business, leisure and event guests (weddings, birthdays)

Total revenue of MEUR 6.4

Responsibility for 50 employees

Increase in GOP development / before an avg. less than 20%, already 28.6% in 2017 and 34.1% in 2018

F&B profit improved annually from 3% in 2016 to 7.4% in 2017 and to 14.1% in 2018

TripAdvisor Ranked No.1 of 45 hotels in 2017

TOP Rank in RHG CESE of RGI increase by 3.3%

Successful Fire, Life Safety conversion measures coordinated throughout the hotel (sprinkler system - high-fog system) from mid-2017 to mid-2018, investment MEUR 1

Q4 2018 - Q1 2019 F&B and M&E reconstruction / renovation coordinated and new F&B concept built and implemented, investment of TEUR 950

08/2019 – 01/2020

open for new opportunities

02/2020 – 06/2020

Dolce by Wyndham Bad Nauheim General Manager

4 * hotel with 142 hotel rooms, wellness facility, 2 restaurants and 1 bar, 27 conference rooms with historical theater. Focus on event, leisure and business guests. Total sales of MEUR 9. Employee

responsibility for 120 permanent employees. Ensuring that all operational and administrative departments run smoothly. Overall responsibility for all strategic and operational processes in-house.

Management of the strategic team of the house and reports directly to the board of owners in Ireland. Arranging for the restoration of all protection, hygiene and safety regulations of a hotel.

Establishing a strong network in local politics and business.

Negotiations with the board to support and promote a positive sales development in the hotel.

Special Skills:

Foreign Languages	Confident in English Conversational in French
IT experience	Fidelio, Fidelio S&C, Opera PMS Filosof Micros POS System „BOS“ (Banquet Organisation System) „HIS“- Front Office System „Remanco“- Restaurant Manager Control Microsoft Office

Advances training courses:

January 1998	IFH; professional sales for reservation and events over the phone
September 2000	IFH; written offer for events
May 2003	Business school @ Rezidor; Revenue management foundations programme
January 2005	Radisson SAS; STAR course; Supervisory training and resource programme
January 2006	Business school @ Rezidor; LOTS course
April 2006	Radisson SAS; Leading Yes I Can! Programme
September 2007	RLN: Basic revenue management principles
July 2008	Business school @ Rezidor; General Manager Certification programme
July 2012	CLN: Success with SNAP and SNAP Web Application Training
February 2014	PM & CBI Workshop - Performance Management & Competency based interview
January 2015	PAL Proactive Leadership