**Curriculum Vitae**

**Ann MacLean**

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**NATIONALITY:** Dual Citizenship

 British/Australian

**FURTHER EDUCATION:** Master of Business Administration

 University of South Australia

**Other Courses Completed:** Restaurant Liquor Licensee’s Course (NSW Australia)

 Creating a Service Ethic (Vic Australia)

 New Age Thinking

 Performance Appraisals

 Train the Trainer

**Employment History:**

February 2017 to current Since the sale of Stonecross Manor Hotel in January 2017 I am working as a freelance hospitality consultant to the travel industry while I continue to travel and develop my travel website blog [www.barehotelier.com](http://www.barehotelier.com)

 Developing the travel blog has involved a very steep self-taught learning curve in the use of Wordpress, SEO and Keyword optimising as well as learning about the effective use of Social Media to gain brand awareness, which has added to the many hospitality and tourism skills that I hold.

During 2017 I travelled solo through Belize in Central America and Europe as well as taking short trips to Scotland.

I am also currently undertaking a TEFL Course (Teaching English As A Foreign Language)

 I now carry out freelance work in all aspects of hospitality and business management as well as writing projects including website content, copy writing, proof reading, grant submissions, budget preparation, cashflow, forecasting and business plan development to support my Travelblog income.

November 2003 to January 2017 Director/Hotel Manager

 Stonecross Manor Hotel

 Stonecross Manor Ltd

 Milnthorpe Rd

 Kendal, Cumbria

Patam Ltd Director

Achievements:

Extensive refurbishment including ugrading the indoor pool to a luxury standard, developing a brand and introducing local membership for same.

Cumbria Tourism Management Team of the Year Runner Up

Successful Grant Application for Cumbria Tourism

Wrote a number of Business Proposal for financial institutes

Sourced new business opportunities and wrote proposals for same

Skilfully navigated the business through a difficult recession under difficult financial restraints by managing cashflow forecasting with precision

January 2000 to November 2003 Hotel General Manager

 Revere Hotel and Restaurants

 Kensington Place

 Jersey

Achievements:

 Jersey Small Business of the Year Award

Genuine Jersey Culinary Award (Chairman of Judges Brian J Turner CBE)

Family Run for 50 Years Anniversary Marketing Promotion

1990 – 1999 Various Roles

Touraust Corporation Pty Ltd

Chatswood,

Sydney Australia

Australia’s largest Australian owned chain of hotels at the time with hotels throughout the Eastern Seaboard

My Roles included:

**Food & Beverage Manager** – Old Melbourne Hotel (Melbourne) (226 rooms with extensive restaurants and banqueting)

**Assistant Manager** – Country Comfort Pennant Hills Hotel Sydney (118 rooms with extensive conference and banqueting)

**General Manager**- Country Comfort Sydney Central Hotel – Sydney (116 rooms)

Upon the Company’s acquisition of this property I was responsible for introducing Country Comfort Policies and Procedures as well as managing the day to day operations

**General Manager** – Country Comfort Hotel Adelaide (94 rooms)

Group Operations Manager – responsible for the operational and financial performance of up to 12 hotel sites throughout Sydney and regional NSW ranging from 42 to 118 accommodation rooms per site and incorporating extensive restaurant and banqueting facilities

Projects involved in:

Organising of Touraust Corporation National Hotel Mangers Conference for 100 delegates

Rebranding CBD Hotels from Country Comfort to Chifley (I was responsible for analysing and projecting the financial impact of changing the customer service delivery as well as assisting with other facets of the project.

Refurbishment. Country Comfort Terrigal.

I was fully responsible for the costing, including forecasted return on investment, planning and presentation of a refurbishment proposal for the private owner for his consideration and approval.

1982 – 1990 Mildura Grand Hotel

 Mildura, Vic Australia

Commencing my career in hospitality I worked in many areas of this large food and beverage hotel leading to position of Food & Beverage Manager/Assistant Manager.

Feb 1987 – October 1987 Queens Hotel

 Dundee

 Scotland

During a twelve month visit to my native Scotland I worked as Assistant Manager

Hobbies: Writing, watercolour and acrylic painting, reading, walking, travelling, upcycling of secondhand items