

New hotel manager appointed at The Royal Livingstone Hotel

Guillaume Durand has been appointed hotel manager of The Royal Livingstone Hotel in Zambia, with immediate effect. He will be responsible for the day-to-day management of the hotel and staff, including front of house, food and beverage, housekeeping, financial management and overseeing all hotel services.

On his appointment, Durand said: "I have a great task ahead of me, but I am up for the challenge. You must have a sharp eye for detail especially when your business involves anticipating guests' needs. This is the only way consistently to deliver exceptional service. I look forward to implementing a strategic overview as we plan ahead and continue to deliver a million thrills to both our internal and external customers."

Having completed a dual Master's degree (MBA Marketing and MA in Diplomacy and International Relations) at Seton Hall University in the US, Durand started his career with the Walt Disney World College programme where he had his first taste of the hospitality industry. He later joined L'Oreal, Paris as corporate trade relations assistant.

This was followed by a year at the Conrad Brussels as conventions and events executive, followed by his appointment as sales executive MICE, Hilton Worldwide, Brussels and Antwerp. In 2010 he joined the Hotel Metropole as conventions and events manager where he directly managed clients, banqueting and sales operations in line with the strategic objectives of that business unit.

One Stop Shop manager

In 2011 he joined Sun International Zambia as One Stop Shop manager. The One Stop Shop division is part of Sun International's Business Development Model, where the structure and service delivery best practice standards are regulated across the group in order to upgrade the existing processes to efficiently meet the current markets' demands and expectations.

"Durand's international experience and his sharp business sense will be critical in the achievement of The Royal Livingstone Hotel's business growth, both locally and internationally. The completion of the USD7m Royal Livingstone Hotel refurbishment by mid-December 2012 will be among his key deliverables," said Joanne Selby, GM of Sun International Zambia.

"The refurbishment goes beyond refreshing the façade and rooms of the hotel," Durand said, "it is the beginning of new and improved standards of service. One of the key aspects to be developed in the year to come is the in-depth review of our customer value proposition. Another advantage of the refurbishment is that the staff can refocus on effectively meeting

the changing needs of our diverse clientele in a world-class hotel. It is my duty to maintain The Royal Livingstone Hotel's status as the luxury-leading hotel in Zambia and push it to become the luxury-leading hotel in Africa."

Durand is married to Zambian wife, Kareen, and they have two young children. Kareen has set up an NGO, www.girlsstandup.org, to mentor vulnerable teenage girls in Zambia and help them focus on their futures.

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