



career success stories

MARRIOTT INTERNATIONAL



Véronique SEUTIN PETERSEN

Cluster Director of Revenue Strategy
JW Marriott Shanghai & MEA Tomorrow Sq.

AP REGION

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CAREER PROGRESS

- May 2007 – Present
Cluster Director of Revenue Strategy
JW Marriott Shanghai & MEA Tomorrow Square
Shanghai, People Republic of China
- 2004 – 2007
Cluster Director of Revenue Management then
Cluster Director of Brussels Sales Office EBC
Cluster Brussels Marriott Hotels
Brussels, Belgium
- 2001 – 2004
Director of Revenue Management (Opening Team)
Copenhagen Marriott Hotel
Copenhagen, Denmark
- 2000 – 2001
Reactive Sales Manager
London Marriott Hotel Grosvenor Square
London, United Kingdom
- 1998 – 2000
Reservations Manager (Opening Team)
Courtyard by Marriott Paris Neuilly
Neuilly-sur-Seine, France
- 1997 – 1998
Reactive Sales Executive
Renaissance Hotel Paris La Défense
Paris, France
- 1995 – 1997
Conference & Banquet Supervisor
Renaissance Brussels Hotel
Brussels, Belgium
- 1992 – 1995
Front office, Guest Relations & Banquet experience
Several 5 star independent properties
Brussels, Belgium



KEY SUPPORT

- **Mr. Franz Ferschke**
Former Regional Vice President Europe
Marriott International
- **Mr. Paul Malcom**
Regional Vice President Sales & Marketing UKIMEA
Marriott International
- **Mr. Michael Hills**
Director HR International Lodging Sales
Marriott International
- **Mr. Hans Peter Bachofner**
Former General Manager
Copenhagen Marriott Hotel
- **Mr. Johan Kamerbeek**
General Manager
Marriott Paris Champs Elysées
- **Mr. Jacques J. Gendarme**
Chairman & Founder
BBI – Brussels Business Institute
- My late father, who made me who I am today
- My husband, who supports me the way I am today... 😊

ACHIEVEMENTS

HOTEL ACHIEVEMENTS

- **Marriott Revenue Management Global Leadership**
Special Achievement Cluster Revenue Team Award – 2006
- **Courtyard Sales & Catering Team**
Special Achievement EBC Team Award - 2006

PERSONAL ACHIEVEMENTS

- **Marriott Global Award & Asia Pacific Award**
Cluster Revenue Management Leader of the Year - 2008
- **Marriott Revenue Management Business Leadership Award**
Asia Pacific Quarter 1 – 2008
- Associate of the Month – November 1995



TRAINING & DEVELOPMENT

- IMTN Training Facilitator for Foundations of Leadership

TRAINING COURSES

- Effective Prospecting Sales
- Sales & Service Foundations
- Revenue Management Skills
- Revenue Analysis I & II
- Foundations of Leadership
- 7 Habits of Highly Effective People
- Managing Business Priorities
- Impact of Leadership
- Effective Presentation & Training Certification Level II (TC2)
- DMS/DRS Revenue Leadership

BACKGROUND

- I grew up in Brussels, Belgium with my parents and 2 older sisters. My passion was learning languages and travelling, to develop my knowledge of cultures and countries history. I guess starting to work in the Hospitality Industry was a no-brainer...
- As I began to study Hospitality Management, I commenced working as Guest Relation Officer in a Leading Hotel of the World in Brussels. Jacques Gendarme was my Master and Mentor at university and he is still today the most fervent supporter of my career.
- I started in 1995 at the Renaissance hotel in Brussels, just a little time before Marriott acquired the Brand. I was so thrilled about it, as Marriott was enlarging the horizon of opportunities!
- I was lucky to meet Marriott people like Franz Ferschke, Paul Malcom and Michael Hills, who convinced me that my core values and my education would give me great opportunities in the company. The rest is obviously part of history...
- I met my future husband during a "Foundations of Leadership" training in Austria. Being Belgian I was working in France, he being Danish was working in Germany. Subsequently we both moving to London for our new respective assignments – as European as it can be! We are now happily married for 8 years, both working for Marriott for more than 14 years respectively, with 2 children of 6 and 4 years old.

EDUCATION

- 1990 – Translator-Interpreter Certification
- 1992 – Tourism & Hospitality Management Diploma
- 1993 - International Hotel Management Diploma
- 1995 - Master in International Hotel Management

