

Gail Maeko

Curriculum Vitae

EXECUTIVE SUMMARY

Dynamic luxury hotels Human Resources Professional with more than two decades of diversified hospitality experience across UEA and Africa. The hands-on approach as a mentor, motivator, trainer and engages teams in achieving quality results.

I have worked for leading global brands like Accor, Fairmont, Peermont, and Dubai Retail – a part of Dubai Holding. Being part of the Transformation committee member, I have implemented BBBEE strategic plans and helped monitor progress for the Group at Peermont Global – South Africa.

Areas of Expertise

Start Up | Hotel Preopening | Strategic Human Resources Management | Competency and Career Development | HR Audits, Strategy, Policies and Procedures | Performance Management | Employee Relations & Compensation & Benefits | Global Talent Acquisition | Corporate Strategy & Business Planning | Organizational Design & Development | HR Administration / Operations | Change Management | Succession Planning | Mentoring, Leading and Motivating | Compliance Management | Manpower planning and Budgeting

PROFESSIONAL EXPERIENCE

Position: Senior Human Resources Manager – Corporate Role
Company: Dubai Retail
Period: September 2018 to April 2020
Industry: Mall Management and F&B Operations

Drove initiatives that support the organization goals and objectives in areas of employee compensation, performance management, learning and development, Organization Development, Talent Acquisition and Rewards and Recognition.

Responsibilities and achievement

- Created Balance Score Card and 5-year strategic business plans for Dubai Retail
- Set KPI for Executive committee to improve performance and support create a high-performance culture
- Set up Human Resources Department, developed policies, procedures and write standard operation processes.
- Developed and implemented new competency framework



PERSONAL DETAILS

Villa 13, Sahara Meadows, Dubai
Email: gmaeko4@gmail.com
Cell: 00971 56 626 3838
Gender: Female
Nationality: South African
Languages: English
Qualification: BA Human Resources

QUALIFICATIONS

- **Bachelor's in business administration**
Southern Business School
- **Human Resources Management & Training Diploma**
Varsity College

- Identified and implemented HRMS and Payroll system to meet the growing needs of the organization within the first month of joining
- Curated and implemented leadership development program for all level of leadership inline with value and competency framework to support organisation strategic growth plans.
- Implemented online Performance management process using PMS platform within 4 months of joining
- Identified high potential and performers through a talent review process and created development plans representing readiness for promotion
- Created Succession plan for each department to address talent gap around critical areas of the business
- Administered an equitable compensation plan by creating succession plan and developed job descriptions, which reduced attrition by 10%
- Project and Lead Administration for the launch of the company wide Learning Management System. Developed rollout, communication and training plan for the entire organization which resulted in a successful system integration.
- Developed and implemented a Management Awareness training program to prepare high potential employees for management roles.
- Successfully developed and launched new company Vision and Values and Rewards and Recognition program to support the organization's culture and employee value propositions
- Developed and implemented robust bonus structure for Dubai Retail within first 3 months of joining
- Evaluated the HR division structure for continual improvement of the efficiency, effectiveness, for aligned to business strategy as well as providing individuals with professional and personal growth
- Identified issues having a negative or no impact on organization effectiveness and deployed corporate initiatives to close the gap and prepare for growth. These included the introduction of role profiles, pay for performance program, talent management tools and greatly enhanced focus on manager quality and leadership development.
- Redesigned workforce planning and talent acquisition/ selection models, to attract high calibre talent.
- Increased Employee Engagement score by 1.2 points in the first year of participation and exceed target for the year

Position: Director, Talent & Culture – Pre- Opening
Company: Fairmont Fujairah Beach Resort
Period: June 2016 to May 2018

Served as a dynamic and energetic leader, while fostering collaboration/ teamwork, open door environment conducive to positive dialogue across the hotel which improved retention and employee satisfaction.

Responsibilities and achievement

- Develop and implement a robust Talent Acquisition strategy for pre- opening, including facilitating and coordinating large scale job fairs locally and internationally with 100% success hire rate within set pre-opening timelines.
- Set up employee accommodation, negotiated rental contract with landlord, furnished and managed colleague accommodation
- Designed and instituted new onboarding and training process and ensured that employees are equipped and ready for hotel opening
- Created Employee Manual, including revising outdated policies to ensure compliance and adding new policies to improve morale.
- Implemented compensation guidelines and reduced pre- opening payroll cost by 20%,
- Reduced benefits cost by 10% annually through meticulous recordkeeping, renegotiating contracts with suppliers, ensuring that company does not pay for benefit for which employees were not utilizing.

- Devised creative and cost-effective incentive and morale -boosting programs (including special events and tiered awards structure) that increased employee satisfaction and productivity,
- Ensure an efficient and compliant HR administration according to Accor Hotels standards and local requirements and local labour and immigration laws
- Identified potential successors through a talent review process and created development plans representing readiness for promotion
- Partner with Senior Management on all workforce resource planning.
- Coached Managers and employees on employee relation and development
- Developed and implemented training programs for all departments for the Hotel, and increased guest satisfaction by 10% year on year

Achievement

- Opened the hotel in 4 months successfully
- Exceeded engagement score target for the hotel by 25%

Position: Director, Talent & Culture
Company: Fairmont Zimbali Lodge and Resort
Period: October 2012 to May 2016

Fairmont Zimbali Lodge, 52 keys | Resort, 150 keys | Heritage Place, 18 Fraction Ownership Villas | 36 Condo | Vacation Club 18 keys | Zimbali Country Club | 18 holes Championship Golf Course | 500 colleagues

Responsibilities and achievement

- Managed quality improvement efforts and compliance initiatives to develop a culture of ongoing readiness for surveys and audits
- Introduced employee engagement and retention strategies and focused efforts on changing organizational culture
- Advise and assist with the interpretation and consistent application of HR policies and procedures, applicable employment legislation in South Africa.
- Implemented and BBBEE strategic plan to address transformation in the organisation
- Ensure that the Hotel is compliant with all HR standards found in the Fairmont HR Audit.
- Implemented talent management and succession planning efforts, with focus on increasing diversity for the Region
- Assist Department Heads and senior managers with the development of specific action plans to address issues and concerns identified in annual Colleague Engagement Survey.
- Created a succession planning model for c-level executives and key management positions while identifying vacancy risk for current position holders.
- Identified potential successors through a talent review process and created development plans representing readiness for promotion.
- Represent the Company at the CCMA and attend to all arbitration matters successfully

Achievement

- Reduce payroll cost from 60% to 40% within 1-year period
- Restructured Housekeeping department to be leaner and more effective
- Consistently improved colleague engagement score year on year
- Improve HR audit result from 35% to 85% in the first year
- Reduce Staff Turn over by 25%

Position: Cluster / Regional Human Resources Manager
Company: Peermont Global
Period: June 2011 - September 2012

Responsibilities and achievement

- Provide HR leadership for 3 business units encompassing 1,500 employees across Peermont Northwest/ Rio Casino Convention Resort, Taung Hotel and Mmabatho Palms
- Implement the New Performance Management System
- Talent Management and Succession Planning Programme
- Implemented and BBBEE strategic plan to address transformation in the organisation
- Re- launch the Rewards and Recognition programme
- Compliance Medicals
- Compile and Implement communications strategy for business unit
- Employee Wellness programme
- Facilitate the participation in our Climate Survey/ Employee Engagement Survey
- Participate in the Drafting of the new Peermont Values
- Draft Human Resources Strategy for the 3 business Units, Managed HR Budget of R5.48 m and Staff Compliment of 800, including outsource labour

Position: Cluster / Regional Human Resources Manager for (two properties)
Company: Peermont Global KZN (Pty) Ltd and Mondazur Hotel
Period: June 2010 - May 2011

Responsibilities and achievement

- Responsible multiple properties Peermont Global KZN and Mondazur Hotel
- Compile Employment Equity Reports for other properties in the Group
- Compile and submitted of Workplace Skills Plan of 4 other properties within the Group
- Assist with the compilation of consolidated training Calendar for the Group
- Implemented and BBBEE strategic plan to address transformation in the organisation

Achievement

Won the Human Resource Top Performer with the Group for 2011

Position: Human Resources Officer/ Office Manager
Company: Peermont Global Head Office
Period: June 2006 – May 2010

Responsibilities and achievement

- Responsible for managing the minute's book of the Transformation Committee meetings signed by the Chairperson.
- Assist in preparing the BBBEE score card flagging for transformation committee meeting.
- Drafted an Employee Wellness Programme, which was adopted and implemented at all the other business units within the group for 2012

REFERENCES

Available upon request