



Eric Michel Piatti
General Manager, Dusit Thani Laguna Singapore

With over 30 years of hospitality experience and multiple General Manager appointments in luxury properties across eight countries, Eric Piatti holds a stellar track record of elevating hotel reputation through iconic projects, as well as improving guest experience, employee engagement, and revenue performance. Currently General Manager of Dusit Thani Laguna Singapore, Piatti is responsible for overseeing the pre-opening of the property in Q3 2020.

As the former General Manager of Swissôtel Nai Lert Park, Bangkok, Thailand (2012 to 2017), Piatti was able to nurture employee engagement and uplift the hotel's operating profits significantly, benchmarking it against the best properties within FRHI Hotels & Resorts in Asia Pacific. It was also there where he gleaned an understanding and developed an appreciation for Thai culture and traditions. Prior to that, Piatti was General Manager at Fairmont Heliopolis & Towers in Cairo, Egypt (2011 to 2012), where he led the property to achieve the highest guest satisfaction score amongst Fairmont properties worldwide.

It was during his term as General Manager of Swissôtel Beijing, China (2007 to 2010), where Piatti carved several of the most significant milestones in his career; leading the hotel's involvement in key projects such as the 2008 Summer Olympics and the 60th anniversary celebration of the People's Republic of China in 2009. The latter was a widely broadcasted celebration that brought dignitaries and luminaries from around the world to the hotel. During his tenure there, Piatti also guided the team to win the "Best Sales Performance 2010" award, outperforming all Swissôtel Hotels & Resorts globally.

As a leader, Piatti believes in empowering his team, and cultivating a harmonious work culture that brings out the best in individual and team performance.

11 Laguna Golf Green, Singapore 488047
UEN: 198301785D Tel: +65 6841 8888 Email: dtls@dusit.com

www.Dusit.com

“My source of motivation is the team I work with. Every single one of them, rank and file, possesses qualities and capabilities that should be valued and harnessed, and it is my job to help them realise that potential and let them shine,” said Piatti.

In his current role as General Manager of Dusit Thani Laguna Singapore, Piatti oversees all aspects of the hotel’s pre-opening operations; from setting the framework for the corporate governance and implementing a shared service culture for overhead departments ranging from sales and marketing to operations, finance and human resources, to overseeing the strategic planning for Laguna Hotel Holdings Ltd.

Piatti is also responsible for leading the implementation of the hotel’s innovation strategy on the front- and back-end. For instance, a hotel’s mobile app designed to create a seamless guest experience from the moment guests arrive at the hotel will be introduced, allowing guests the convenience of e-registrations and check-ins. Once checked in, guests can also utilize the in-stay service application available through the IPTV, or your own mobile device to place immediate requests for assistance. As he explains, automation will allow hotel team members more time for personal interactions with guests and focus on delivering Dusit’s signature Thai-inspired gracious hospitality.

“The hospitality industry has great potential in Asia. As the markets here continue to evolve and develop, the luxury hotel segment will need to continuously reinvent and reposition itself. Technology will play a very important role in improving operational competencies, enhancing guest experience and in sales and marketing; hence, smart solutions will continue to be a core focus at Dusit Thani Laguna Singapore,” said Piatti.

Piatti is a trained chef who holds a Bachelor's Degree in Hospitality Management from Ecole Hôtelière de Lausanne. A Swiss national, his mother tongue is French, and he is also fluent in English, German and Italian.

– END –

Issued on behalf of Dusit Thani Laguna Singapore. For media enquiries, please contact:

Michelle Yee or Shirleen Quek

Allegro Hospitality Marketing Agency

PR Representatives for Dusit Thani Laguna Singapore

M: +65 9181 8529 / +65 9382 1927

E: michelle.yee@weareallegro.com / shirleen@weareallegro.com

Sue Gan

Dusit Thani Laguna Singapore

Director of Sales & Marketing

T: +65 6248 1725

M: +65 9646 4352

E: sue.gan@dusit.com

About Dusit Thani Laguna Singapore

Dusit Thani Laguna Singapore is located within the grounds of the acclaimed Laguna National Golf & Country Club, 10 minutes by car from Changi International Airport and 15 minutes from Downtown.

Comprising 198 tastefully-decorated rooms and suites showcasing the best of contemporary Asian design, this luxury hotel is equipped for business and leisure with a wealth of experiences for guests to enjoy.

Facilities include Greenhouse, an all-day dining multi-ethnic restaurant with show kitchens, The Nest restaurant, Legends Bar, Dusit Gourmet, Tee Deck – Al fresco bar & grill, Club Lounge, D-FiT it a fully-equipped gym, three swimming pools, three tennis courts, Laguna Putting powered by Nicklaus Design, Laguna Practice powered by Toptracer and Dusit's signature Devarana Spa.

The hotel also offers a boardroom, two meeting rooms, three event lawns, eight pavilions, a terrace for private functions, and a large pillarless ballroom (seats up to 520 guests) with a pre-function area overlooking the golf course.

Guests will enjoy privileged access to Laguna Putting course and Laguna National's championship Classic and Masters golf courses.

For more information, please visit www.dusitthanilagunasingapore.com

About Dusit International

Dusit International was founded in 1948 by Honorary Chairperson Thanpuying Chanut Piyaoui, whose first hotel was the Princess on Bangkok's Charoenkrung Road. Today the company is a leader in hotel management and hospitality education and comprises a unique international portfolio of distinctive hotels and resorts operating under four brands: Dusit Thani, dusitD2, Dusit Princess and Dusit Devarana.

Alongside growing its operations globally, with more than 50 properties in the pipeline across key destinations, Dusit International is also expanding its business to provide new experiences for customers across the lodging spectrum.

The company recently entered the vacation rental market with the full acquisition of Elite Havens, the leading provider of high-end vacation rentals in Asia, and it also announced plans to enter the lifestyle market with the launch of ASAI Hotels, a distinctive new brand designed to link curious, millennial-minded travellers with authentic local experiences in vibrant cities and resort destinations worldwide.

The company also operates the signature Devarana Spa and has a fast-growing Education Division. The latter, established in 1993, comprises Dusit Thani College, which offers vocational and postgraduate hospitality degrees at campuses in Bangkok and Pattaya; and Le Cordon Bleu Dusit Culinary School.

Dusit International is currently redeveloping its flagship Dusit Thani Bangkok hotel as part of Dusit Central Park, a landmark mixed-use project comprising residences, an office building, retail areas, and a new Dusit Thani Bangkok hotel. The new hotel is expected to open in 2023.

For more information, please visit www.dusit.com

11 Laguna Golf Green, Singapore 488047
UEN: 198301785D Tel: +65 6841 8888 Email: dtls@dusit.com

www.dusit.com