

# Curriculum Vitae

**Rick van der Vlugt**

## CONTACT DETAILS

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## PERSONAL

Date of Birth: September 29, 1987  
Place of Birth: Leiden, The Netherlands  
Nationality: Dutch  
Gender: Male  
Marital status: Single

## EDUCATION

Hotelschool The Hague, The Netherlands  
International university in Hospitality Management, 2007  
Bachelor's degree obtained in 2011

Secondary School; University Entrance Level  
Rijnlands Lyceum Sassenheim  
Graduated 2006, The Netherlands

Secondary School; Senior (Higher) General Secondary Education  
Rijnlands Lyceum Sassenheim  
Graduated 2004, The Netherlands

## WORK EXPERIENCE

### ING Bank N.V. – Personal Banker (Sep 2018 – Now)

Haarlem & Bollenstreek area, The Netherlands

We support our customers, assist them in handling their financial situation to its best potential and help them to be able to stay a step ahead in life and business. We offer a personal banker to help those who have personal financial questions for short and long term and give them advice about the several options they have in order to achieve their financial goals.

### ING Bank N.V. – Adviseur Particulieren Kantoren (Nov 2015 – Now)

Haarlem & Bollenstreek area, The Netherlands

We support our customers, assist them in handling their financial situation to its best potential and help them to be able to stay a step ahead in life and business. I'm the first point

of contact for our customer's questions and will introduce them to our colleagues from mortgages, business, personal banking and private banking when needed.

Hotels van Oranje – Sales Representative (Feb 2014-Oct 2015)

Noordwijk aan Zee, The Netherlands

Responsible for promotion/selling/retaining meetings, events, and hotel rooms for existing and prospective customers through a relationship-based approach.

This means establishing, developing and maintaining business relationships with current customers and prospective customers in different market segments to generate new business for the organization's perishable product & hotel services.

Analysing the market's potential and determining the value of existing and prospective customers in the regional and national market.

HiroMina & Hotel Restaurant Lekker – Start-up/Operational Manager (Feb 2013–Jan 2014)

Noordwijk aan Zee, The Netherlands

Japanese sushi & Teppanyaki restaurant

During the first 8 months of HiroMina I was fully responsible for the operational activities with regards to the start up of the restaurant and daily operations. As Operational Manager I was responsible for both concepts, Brasserie and Teppanyaki, for the Sales and Marketing and in charge of recruitment.

I switched to Hotel Restaurant Lekker in October 2013 to improve the hotel's sales and conference operations. Besides these activities, I was also in charge of Front Office staff and overall operational supervision.

R&M Exclusive Hospitality Services – Owner / Founder (February 2009 – Now)

Noordwijk aan Zee, The Netherlands

Five star temporary employment agency for Hotelschool students

As the Owner/Managing Director my main responsibilities consist of the recruitment of personnel, acquisition of new clients, day-to-day operations and quality management.

Financial administration, logistics, training and evaluation are some of the other responsibilities included. This was on a part-time basis during the first two years, because of my study but I committed to the agency on a full time basis after that. A few of our clients are Grand Hotel Huis ter Duin, Hotels van Oranje, Palace Hotel and Kookerij Culinary College.

Palace Hotel – Green Key Coordinator (November 2010 – May 2011)

Noordwijk aan Zee, The Netherlands

Four-star hotel, Internship

Being the dedicated Green Key Coordinator at Palace Hotel my objective was to conduct a feasibility study for a Green Key Certificate and design a structured implementation plan to introduce and implement the Green Key concept within the hotel's existing company culture, its facilities, mission, future goals and most important stakeholder, within the mind set of all staff. I accomplished my assignment, set up a green team to support and ensure future Green Key activities and as a result Palace Hotel was successfully rewarded with the silver Green Key certificate in May 2011.

Palace Hotel – Front Office Employee (August 2008 – June 2009)

Noordwijk aan Zee, The Netherlands

Four-star hotel

As a Front Office employee my main responsibilities were to check-in/out guests, answer telephones, to create SOP's for the new opera system, perform guest satisfaction surveys and guest complaint handling. This was on a part-time basis.

Harbour Village Beach Club Bonaire – All-round F&B intern (February 2008–July 2008)

Bonaire, Netherlands Antilles

Small five star luxury hotel, Internship

As an F&B employee I was responsible for the restaurant, which included service, working with a cash register and stock counting. As a Purchase employee my main responsibilities included the routing and planning of internal flow of goods, stock counting, the actual purchasing process and the distribution of products to their departments. As a Kitchen assistant my main responsibilities were to serve breakfast, lunch and dinner alongside of the chef. This was on a full-time basis.

May 2007 – November 2007

Citigate King George Square Brisbane & The Sebel King (July 2006 – October 2006) George Square Brisbane – All round F&B employee

Brisbane, QLD, Australia

Member of the Mirvac Hotels & Resorts, 5 star hotel

As F&B employee my main responsibilities was the service during breakfast, lunch and dinner. This was on a part-time. Room service and the room service check was also part of the responsibilities as F&B employee.

Palace Hotel – All Round F&B Employee (December 2003 – June 2006)

Noordwijk aan Zee, The Netherlands

Member of the leading hotels of the world, 5 star hotel

Started as F&B employee, I was responsible for breakfast & room service, lunch and dinner. This included financial administration at the beginning and end of the day. During these years I also worked at Banqueting and Purchasing. As a banqueting employee I was responsible for activities concerned with the organisation of all function rooms as well as day-to-day operations and whilst being a purchase employee my main responsibilities included the routing and planning of internal flow of goods to departments, stock counting and the actual purchasing process.

#### LANGUAGES

Dutch (native language)

English (good)

German (moderate)

#### SKILLS

Computer: Exams in Word, Excel and Access

Fidelio software

Opera software

Windows

Apple

WFT: WFT Basis

WFT Consumptief Krediet

WFT Schadeverzekering Particulieren  
WFT Schadeverzekering Zakelijk  
WFT Vermogen  
MiFID II Informeren  
MiFID II Adviseren

Driving license B

EXTRA CURRICULAR ACTIVITIES

Lived in Australia (June 2006 – December 2006)

Wine course (called SWEN-1) Certificate obtained in October 2011

OTHER RESPONSIBILITIES

Secretary Da Vinci Committee (sep 2012 – now)

For more info, please visit: [www.davincicomite.com](http://www.davincicomite.com)

Member of the Business Club V.V. Noordwijk Gala Board ( okt 2013 – 2015)

For more info, please visit: [www.vvnoordwijk.nl/business-club/](http://www.vvnoordwijk.nl/business-club/)

References available upon request