

FRANCESCO ANGLANI

Sales & Business Development Manager | Luxury Client Specialist

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PROFESSIONAL PROFILE

A high-performing Sales and Management professional with over 10 years of experience in luxury hospitality and travel sales. Proven track record in direct sales, B2B/B2C negotiations, and achieving high-volume revenue targets. Expert in managing the end-to-end sales cycle for luxury travel packages and hospitality services. Trilingual (English, Spanish, Italian) with a strong focus on client retention and business development.

KEY SALES COMPETENCIES

- * High-Ticket Sales: Expert in selling luxury travel, cruises, and premium hospitality packages.
- * Revenue Growth: Consistently met and exceeded monetary targets in high-pressure environments.
- * B2B & Corporate Relations: Experienced in managing corporate accounts, group bookings, and supplier negotiations.
- * Tech-Savvy Sales: Proficient in hybrid sales (phone/PC), CRM tools, and travel booking systems.
- * Luxury Standard: Deep understanding of the "Luxury Collection" service standards and high-net-worth client expectations.

PROFESSIONAL EXPERIENCE

Maitre / Restaurant Manager | Opera Maritim, Palma de Mallorca

March 2024 - Present

- * Directing daily operations, sales optimization, and high-end banquet services.

- * Managed menu engineering and wine pairings to increase the average transaction value.

Assistant Bar Manager | Castillo Hotel Son Vida (Luxury Collection)

April 2021 - February 2024

- * Managed operations and sales within one of Spain's most prestigious luxury hotels.

- * Revenue Management: Directly responsible for implementing beverage and restaurant strategies to achieve monetary targets set by central management.

- * Leadership: Managed human resources, shift planning, and high-performance teams to maintain 5-star luxury standards.

Sales Representative | Logitravel, Palma de Mallorca (Hybrid)

January 2019 - March 2021

- * Direct Sales: In charge of B2C and B2B sales, managing a portfolio of private customers, companies, and large groups.

- * Full-Cycle Travel Sales: Successfully sold complex global travel packages, including cruises, flights, car rentals, and excursions.

- * Remote Proficiency: Operated in a high-performance hybrid environment using advanced telephone and digital sales tools.

- * Achievement: Consistently met aggressive sales KPIs by providing expert travel consultancy and closing high-value deals.

Manager / Bar Manager | Hopabu Turistica (Ola Hotels), Santa Ponsa

April 2016 - December 2018

- * Sales & Targets: Directly responsible for achieving financial objectives and sales growth targets established by the central office.

- * B2B Negotiations: Managed relationships and procurement contracts with food and beverage providers.

* Strategic Planning: Implemented menu offerings designed to maximize profitability and revenue.

PR / Guest Relations Manager | Dressel Divers, Mexico

February 2014 - May 2014

* Active Sales: Responsible for the direct sale of diving services, courses, and technical equipment.

* Client Relations: Coordinated guest relations in a high-volume international environment, focusing on customer satisfaction and upsells.

Supervisor of Balearic Islands | Fiesta Consulting

Seasons 2013, 2014

* Operations Coordination: Managed various teams across Mallorca, Menorca, and Ibiza.

* Crisis Management: Resolved critical service issues across hotel departments, turning negative feedback into positive customer experiences and loyalty.

EDUCATION & CERTIFICATION

* Direccion y gestion de restaurantes y bares - Ehib (La Escola d'Hoteleria de les Illes Balears).

* Advanced Bar and Lounge Management - AIBM International School, Italy.

* STCW95 Crew Training - Bluewater School, Mallorca (Includes Power Boat Level 2, Fire Fighting, and Sea Survival).

* Diploma in Surveying - Technical Institute J. Monnet, Italy.

LANGUAGES

* Italian: Native.

* Spanish: Professional Working Proficiency (C1/C2).

* English: Professional Working Proficiency (C1/C2).

* French: Conversational.