

Courtenay Preston Schmidt



7 Woodlawn St, Richmond VIC 3121

0424 446 895

courtenay.schmidt@icloud.com

[linkedin.com/in/courtenay-schmidt-211777b4](https://www.linkedin.com/in/courtenay-schmidt-211777b4)

Career Objectives

To continue with my professional approach and growth in the Architectural and Design Industry working with my established network of Designers, Architects and Builders. I wish to align myself within a company that not only strengthens and develops me professionally but personally, a company that will allow me to utilise all my experience gained through my professional career. It is my ambition to contribute towards the growth of this industry while utilising my skill-set, values and ambitions so I can play my role in Architecture and Design.

SUMMARY OF SKILLS / AWARDS

Hotel / Sales Related Skills

- Professional telephone etiquette
- Converting Sales from telephone and Email Reservation Enquiries
- Intermediate Computer Skills
- Excellent Communication Skills
- Excellent Organisational skills
- Attention to Detail
- Extensive knowledge within the Hospitality Industry

Sales / Customer Service / Client Relationship Management

- Involvement in developing and maintaining customer and account relationships
- Obtained sales skills through observation and experience of company sales and KPI's
- Demonstrated the ability of retail sales and hotel sales through various roles
- Entry level Sales skills demonstrated in the re-sale of timeshares
- Proven experience in problem solving/customer complaints
- Educated and trained staff on Product Knowledge
- Building and maintaining professional relationships
- Financial Reporting and recovery of outstanding balances owing
- Developing and building new accounts from the ground up
- Keeping up to date with Industry trends and insights and working with accounts accordingly to reflect this.
- Working with multiple Teams to get the work done and to make sure everything meets deadline.

Adaptability

- Demonstrated adapting to a new working environment after being transferred from Queensland for RCI
 - Management Level multitasking and prioritisation
 - Excellent capacity to meet changing requirements
 - Demonstrated ability in adapting to new challenges
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Awards / Recognition

- The 200k Club Award
- The 500k Club Award
- 850k Milestone Award
- Platinum Excellence in Customer Service Award
- Recovery of \$1.8 Million over 6 months
- Reece 2017-2018 Budget Award
- Reece 2018-2019 Budget Award
- 100k Customer Order Milestone
- 93k in Sales for the month of June 2019 Milestone

Top Skills

- Team Management
- Management Information Systems (MIS)
- Account Management
- Developing Accounts
- Hosting Events
- Visual Merchandising
- Store Management
- Inventory Management
- Merchandising
- Retail Sales
- Customer Service
- Time Management

EDUCATION

Regency Park Hotel School, Adelaide

February 1997 – December 1998

- Certificate Level 4 in Hospitality
- Certificate Level 3 in Hospitality
- Certificate Level 2 in First Aid
- Diploma in Hospitality and Business Management (continued studies on the Gold Coast)

Griffith University, Gold Coast

January 1998 – November 2000

- Diploma in Hospitality and Business Management (Duration of Diploma 3yrs Full-Time)

EMPLOYMENT HISTORY

Showroom Consultant / A+D Account Specialist

Reece Bathroom Life Armadale

Reece Bathroom Life Armadale previously Reece Design August 2017 – present date

- Deliver a customised service to all customers and account holders
- Promote and support Reece Exclusive products
- Embrace service standards by going beyond the expectations of our customers and account holders
- Liaise with account holders and their clients to ensure the best service possible and repeat business
- Build your own Account Portfolio and keep your account holders up to date with any product releases, marketing campaigns, events, or technology rolled out embracing the Reece works for you value
- Assist your account holders with any jobs coming through in a timely manner and ensure all deadlines with specifications, planning and quotes are met
- Regularly undertake customer development calls to develop sales and growth to the business

- Display the expertise to assist customers with information on various brands and technical specification to help them select the product suitable for them
- Go through and assist with any plans, specifications for jobs big or small to ensure the quote meets that of the customer's expectation.
- Participate in morning huddles and communicate to the Team any ideas, feedback that can help the showroom floor operate more efficiently
- Prioritise multiple competing tasks, plan and organise all so work is completed efficiently within deadline
- **Process the COB takings for the day and ensure all is accounted for and sent through to Finance**
- Conduct Stock take when required to maintain records for branch audit
- Work as a Team assisting Staff, 2IC and Branch Manager with any additional tasks

Club Executive

Senior Reservations Consultant

Reservations Sales Consultant

RCI / Wyndham Hotel Group June 2010- August 2017

- Liaising with our key client and acting as the Brand Ambassador for RCI
- Reporting locally and internationally to our head office in Singapore
- Creating and overseeing Marketing Campaigns to boost and generate sales via our client
- Promote the RCI relationship and encourage, train and assist guides for inbound / outbound calls Respond to client queries "Walk" the team, regularly ensuring focus and motivation is maintained always
- Provide solutions for the client's team regarding servicing standards
- Provide monthly team incentives that drive performance within the call centre
- Update the team on incentives weekly
- Participate in meetings and promote RCI through annual road shows
- Actively seek feedback from the client and share with RCI internal stakeholders
- Provide feedback to Management on any concerns with respect to the client relationship
- Promote & Monitor exchange and cash targets via daily performance levels
- Follow all policies outlined by the company and client
- Ensure the companies' strategies are implemented
- Incorporating client process, timeliness and accuracy
- Continuously and regularly work on improvements and for all products and services
- Respond to member Email Enquiries
- General Ad-hoc Administrative work
- Daily reporting with affiliated partner company regarding member accommodation requests and general revenue reporting
- Assisting in the training of new staff
- Conduct outbound and take inbound calls when required
- Resolve Customer Service issues

Events Assistant, Cellarman, Loading Dock Attendant, Entertainment

Gold Coast Convention and Exhibition Centre 2004-2010

- Setting up events in accordance to the event resume issued to the Event Managers via the client.
- Liaising with the client putting on the event, and communicating with the team accordingly
- VIP Corporate Client Liaison
- Arrange and host personal tours of hotel facilities and/or surrounding areas
- Vast understanding of a range of events, along with how they are created and coordinated.
- Setting Wine Bars / Mobile Outlets, Staging, Tables, Dry Bars, Banquet Sets, Banquets ranging from 50 to 20,000 pax and the turnaround involved
- Bumping in and Bumping out Expos, Trade Shows and Conferences, Concerts
- Set events from Rodeos to Concerts to Expos, Fashion Awards live to air shows, Conferences, and Trade Shows.

- Assigned to VIP and VVIP clients (celebrities, famous identities)
- Awarded for Outstanding performance

EXTRA CURRICULAR ACTIVITIES

- Corporate catering for the Clipsal 500 in Adelaide in conjunction with Variety Club Bash 2010, 2009, 2008
- NRL Opening Ceremony for the Gold Coast Titans first game
- March 18 2007 Suncorp Stadium Brisbane
- International Kids Expo @ The Gold Coast Convention and Exhibition Centre 2005, 2006, 2007
- Lexmark Indy 300 – On Track Live Entertainment
- Mortgage Ezy Gala Dinner @ The Gold Coast Convention and Exhibition Centre
- Kamakaze Ramp Jam Melbourne at The Queens Bridge Hotel Melbourne
- Lords of Dogtown Premiere @ Harbour Town Reading Cinemas
- Ran my own business Larrikin Industries then sold it off in 2012

REFERENCES

[Referees / References available upon request](#)