

- Handle enquiries from different sources (website, email, telephone, social media) from customers regarding products and services offered by dealership workshops. Upselling products and services to customers where appropriate and ensuring customer aware of benefits of using Dealer servicing.
- Manage workshop diary and allocate work tasks as appropriate to skill level and experience of technicians. Ensure customers vehicles are complete on time as promised.
- Prepare quotes and discuss required maintenance with customers using technical knowledge to ensure customers' requirements are met.
- Liaise with customers, providing honest, clear and best advice regarding options and costs for necessary repairs. Maintaining dialogue during work and providing updates where required.

THE WHITE HART HOTEL - LAUNCESTONGENERAL MANAGERAUG 2011 - JAN 2015

- Main responsibility of coordinating, updating and managing all operational aspects & functions of the company & hotel. A fully hands on role – with end of line responsibilities. Tasked to restore business to profit after a long period of neglect.
- Assuming 'On Floor' Management & Supervisory positions – ensuring high standards of customer service are maintained and customer expectations are exceeded.
- Enhancing workflow/process & improvements that made it possible to accommodate increasing responsibilities for staff, necessitated by increasing business/turnover.
- Liaise with staff and middle managers and review performance, and identify areas of improvement for individuals and departments to drive business and improve ROI.
- Responsible for management of all aspects of day to day processes and financial requirement within the company and business.

HAWKINS COFFEE – BUDLEIGH SALTERTON

GENERAL MANAGER

2009 - AUG 2011

OPERATIONS MANAGER

2006 - 2009

DELIVERY DRIVER / ORDER FULFILMENT

2004 - 2006

BUDLEIGH GARDEN SERVICES – BUDLEIGH SALTERTON

OWNER – SELF EMPLOYED

2002 – 2004

ST DAVIDS SAAB – EXETER, DEVON

PARTS DEPARTMENT ASSISTANT MANAGER

2001 - 2002

KASTNER OF EXETER – DEVON

ASSISTANT GROUP PARTS MANAGER

1998 - 2001

PARTS ADVISOR

1998 – 1998

CAR RENTALS LTD – EXETER, DEVON

INDEPENDENT CAR HIRE DEPOT MANAGER

1996 - 1998

SMB EXETER LTD – DEVON

AFTERSALES ADVISOR

1995 – 1996

MOORE BROTHERS PEUGEOT LTD – CREDITON, DEVON

AFTERSALES ADVISOR

1994 – 1995

PARTS ADVISOR

1988 – 1994

LEN BORN HONDA LTD – EXETER, DEVON

APPRENTICE MOTORCYCLE TECHNICIAN (YTS)

1987 – 1988

EDUCATION

QUEEN ELIZABETH COMMUNITY COLLEGE CREDITON

1982 – 1987

ENGLISH LANGUAGE O-LEVEL

BIOLOGY O-LEVEL