

Elizabeth Florence

South Perth 0407 006 063

Qualifications

SCA Accredited Fellow - Strata Community Australia

Cert 1V Strata Community Management

Cert 1V Property Operations

SCA A 100 Introduction to Strata Community Mgmt.

REIWA Cert 1V Property Services – DMIRS - Real Estate Property Management

REIWA Cert 1V Property Services – DMIRS - Real Estate Sales

Curtin University Growth Ignition

SHL Accredited test administrator

OH & S Accredited Induction Trainer

Diploma of Management and Leadership

Certificate 1V in Team Leadership

Commercial Cookery Trade Certificate

Craftsman's Certificate of Proficiency – Cookery (completion of Apprenticeship)

Training

Faculty trainer Strata Community Australia – delivery of SCA 100 training in WA

Ace Body Corporate Franchisee Strata Management Training

Occupational Health & Safety Induction Training

Work cover Authority Workplace Relations for Recruitment consultants

Training Skills Analysis – Tafe teachers' qualification

Awards

Salon Culinaire “ Food Olympics” Medal

Select Appointments Employee of the Year Multiple

Select Appointments Permanent Consultant of the Year

Other

National Police Clearance – June 2021

Professional Experience

Abode Strata Management Managing Director

September 2004 – present

Purchased a franchise and a strata management portfolio, rescinded franchise 18 mths later. Strata management of commercial, residential, and mixed-use properties. Assisting developers in setting up schemes / strata companies for the benefit of the property/ community; lot boundaries, facilities, management statements / by laws, insurance cover, contractors etc

Assisting and directing owners as a Strata Company to manage their investments for the benefit of all; Financial management, Human resource management, Maintenance and facilities management, Chair meetings, Debt recovery, deal with strategic and day to day issues. Liaise chairperson, owners, property managers, residents on a continual basis.

Manpower Recruitment Business Unit Manager – Perth CBD August 2003- September 2004

Business Unit Manager for Manpower staffing services, a \$7.5 million P & L per annum, providing temporary and permanent staffing solutions throughout the Technical, Commercial, and blue-collar arena. A multifaceted role that encompassed business unit management - achieving GP and NOP as well as managing a team of consultants with multiple site requirements that were distinctly unique to one another by way of Industrial issues, including however not limited to Awards, Unions, Legislation, OH&S; site requirements & inspections, adherence to site policies and procedures, recruitment and selection in accordance to specific requirements ensuring at all times that the candidates were qualified and experienced as well as physically fit in their capabilities.

Main Achievements

- ❑ Increase of GP and NOP from 65% of budget to 115% of budget.
- ❑ Increase in volume recruit of 40 % yoy.

Select Industrial Recruitment – Business Unit Manager Perth June 2002 – August 2003

Sole start-up of Select Industrial Perth branch enabling completion of National status. A totally autonomous position including sourcing, developing, and servicing the business, establishing a network of contacts and major clients. Responsible for growth and financial viability of the branch P& L's, currently performing at 70 % ahead of budget ytd.

Select Industrial Recruitment – Business Unit Manager Sydney January 1999 – June 2002

Select Industrial is the Industrial division of The Select Group, the third largest global staffing services provider. Temporary and permanent staffing solutions to the blue-collar industry, including technical and tradespersons for the Hospitality, Warehousing Logistics, Technical, and Food manufacturing.

- ❑ Establish new accounts within Select Industrial's target market, blue collar and technical
- ❑ Maximise existing accounts locally and Nationally
- ❑ Prepare and present Client tenders and presentations including specific client needs and wants, service level agreements and costings.
- ❑ Report and documentation of client performance, monitor and control service levels.
- ❑ Recruitment, training, management, and review of employees, inclusive of productivity and efficiency motivators for client specific requirements.
- ❑ Design, implement, monitor, and control specific client Service Level Agreements, KPI's, KRA's.

Main Achievements

- ❑ Managed a low performing branch (Chatswood) to a branch performing Temp NDR of 12 % over budget and Perm NDR of 33% over budget.
- ❑ Select Industrial "Top Sales Achiever"
- ❑ Select Industrial "Achiever of the Year "
- ❑ Secured Select Industrial's first multi-state account Sydney, Brisbane, Melbourne creating opportunity to expand to Brisbane and Melbourne, and many other large wins including biggest national account to date

Catering Industries – Compaq Site Branch/ Catering Manager November 1997 – January 1999

Catering Industries is a catering services provider to corporate and facilities. The Compaq site at Rhodes housed approximately 2000 people including Compaq and Nestle S&M, canteen daily, regular boardroom lunches, and functions from 6 to 2000.

Duties

- ❑ Control of Expenditure in line with budget, stock, and cash control
- ❑ Human resource management - employing, supervising, monitoring and appraisal of 15 staff
- ❑ Sourced new supplier agreements, level of service
- ❑ Events coordinator, customer liaison, quotes, enquiries, customer development
- ❑ HACCP – Branch Hygiene Implementation and Maintenance of SOP based on AS/NZS ISO 9002 as well as ISO 9014

Main Achievements

- ❑ Received National award in recognition of systems to maintain ISO 9014 recycle facilities and waste management in the kitchen
- ❑ Designed and implemented new strategies and Menu cycle, which resulted in, increased productivity, effectiveness, and quality in the kitchen as well as increased margin.
- ❑ Designed and implemented agreeable portion control including revised pricing to simplify customer demands.
- ❑ Developed a cohesive team of multiskilled staff, with new culture of ownership and motivation
- ❑ Modified existing internal data capture, created computerised stock control system
- ❑ Secured better pricing agreements costings, benchmarks set on quality of produce and delivery

Coronation Club – Virginias Restaurant Head Chef October 1996 – November 1997

Startup of Restaurant, renovation of existing restaurant, recruitment, and selection and training of staff. Designed budget, sourced suppliers and purchase agreements, designed and costed menu, food preparation, hygiene and storage of food, modern Australian cuisine.

- ❑ Increased club profits through restaurant patronage
- ❑ Cost efficiencies
- ❑ Designed and developed the new restaurant site

Western Sydney Institute -Tafe Teacher, Hospitality Management February 1995 – October 1996

Teaching, coaching and assessment of hospitality management and commercial cookery students in line with TAFE requirements.

Smeg Appliances Sales – Demonstrator - Inhouse Caterer February 1993 – December 1996

In store sales and demonstration of Smeg appliances throughout the Sydney metropolitan area. This position included product support, technical information, product comparisons, cooking demonstrations, after sales in- home service demonstrations, consumer and retailer liaison. Caterer for Smeg functions and special events from 10 to 200 persons. Recognised for improved quality and presentation standards of demonstrators, receiving immense positive feedback from retailers and management. Provided innovative ideas for functions requirements and demonstrations that are now used as a benchmark

KPMG Peat Marwick Boardroom Caterer 2 YEARS

Boardroom caterer to KPMG partners, exclusive fine dining facility for partner and client functions, responsible for all the boardroom facilities including menu, budget allocation, staffing, functions etc.

Campbells Catering Wholesalers Sales Representative 2.5 YRS

A division of David's Holdings, initially employed as customer service person followed by a promotion to Sales Representative the North Shore of Sydney. A consumable dry and wet food provider servicing the catering facility in schools, hospitals, nursing homes, hotels, and other institutions.

The Parramatta Parkroyal Demi Chef 2 YRS

Integral part of Southern Pacific's first fine dining restaurant, nouvelle cuisine, Parkes. Whilst employed here was promoted from commis chef to demi chef also competed in the Salon Culinaire winning a bronze medal, the only female in a team of 7 males.

Rowntree's The Australian Restaurant Sous Chef 18 MTHS

Australia's first bush food / tucker restaurant, owned and run by the famous bush chef Jean Paul Bruneteau. 1988 positioned Rowntree's on the map, Australia's bicentennial, whilst Jean Paul was overseas in Japan and Asia, I solely ran the restaurant.

Castle Hill RSL Club Apprentice Chef 4 YRS

Apprenticeship under a French award-winning chef, four years. Ryde College of Catering
