

Covering letter for
Neil and Michelle Stewart

We are people with very high morals, discipline, honesty and high integrity.

We are a dedicated couple who work well, and compliment one another's skills. We have owned our own motels, from a large 39-unit motel to a smallish 19-unit lodge, and have also managed a large 55-unit hotel with onsite restaurant.

We have taken over two of our motels and built them up to a formidable business. We have also totally re-furnished two motels as well to a very high standard.

We put 110% into everything we do and love a challenge. We thoroughly enjoy dealing with people from all walks of life, and get on with all people. We are extremely customer focused, and believe our guests deserve and awesome experience when staying with us.

We have an eye for detail, and not afraid of long hours or hard work. Neil is an all rounder, who does his own maintenance and gardening. If you are looking for a "Jack of all Trades" then look no further. Neil's forte is woodwork, tiling, masonry, plumbing, painting and mechanical work.

We are both non smokers, fit and have no health issues.

We do not have any dependants, other than a bird. (Samantha)

We own our own home in Pahiatua.

If you want someone with a great sense of humour, who's hardworking and have a passion for the industry then look no further.

We would love to be considered for this position, as we really excel in this field and customer service is of utmost importance to us.

Warm regards

Neil and Michelle Stewart

Mob: 02102386770

NEIL ROSS STEWART

46B Edward Street
Pahiatua
4910

021 02386770
Email: neilmichelle007nz@gmail.com
NZ Citizen

Summary of Skills: With over 15 years' experience of managing accommodation outlets, accompanied with 20 years solid sales and marketing experience, we have a strong appreciation for sound business and staff management practises along with close cost management techniques.

Employment History

MONDELLO MOTEL KAIKOURA

In charge of running all the aspects of the motel.
We were exceptionally proud of our ratings and the motel went from strength to strength.
We both work in the room and the reception and have managed staff.
Please find our attached reference

DURHAM MOTOR INN / Self Employed

Managed a 4.5 star 21 unit motel with conference room
Responsible for a very busy motel 90% occupancy

Banking

Laundry and cleaning of rooms

Managed 5 staff and the employment and training of staff.

Ground, building and pool maintenance

We are now available for full time employment

TWIN PEAKS LAKESIDE INN – Managers

- .Managers for 35 Unit motel (Management Rights)
- Monthly Invoicing to 38 individual Owners
- Reporting to Body Corporate
- Banking
- Maintenance of Spa Pools and building maintenance
- Laundry and stripping and cleaning of rooms
- All aspects of running a large motel

ALPHA MOTOR INN: OWNERS (LEASE)

- . Marketing, sales and promotions
- . Rostering
- . Banking, budgeting, and accounting responsibilities
- . Staff wages
- . Ordering of stock for motel/ stock control
- . Quotes
- . Staff recruitment and training
- . Laundry, stripping and cleaning of rooms
- . Building and grounds maintenance
- . Food handling and preparation
- . Management of 9 staff
- . 39 Unit motel
- . All aspects of owning a motel

Reason for leaving; Sold our lease back to the landlord

ALMA MOTEL/ with on site restaurant GENERAL MANAGER

- . Marketing, sales and promotions
 - . All aspects of running a busy 27 unit motel with busy onsite restaurant
 - . Laundry, stripping and cleaning of rooms and restaurant
 - . Ran the motel with 100% autonomy
- Reason for leaving: Purchased our own motel

Referee: Kevin Martin

OAKWOOD MANOR MOTEL / with onsite restaurant and bar
GENERAL MANAGER

- . All aspects of running a very busy 55 unit 24/7 motel
- . Staff recruitment and training
- . Food handling and preparation
- . Management and employment of 39 staff
- . Ordering all stock

Reason for leaving: This was part of the Silver Oaks Group, a chain of 8 hotels which the group went into receivership.

A PLUS LODGE
OWNERS (LEASE)

- Marketing, sales and promotions
- Guest liaison
- Staff recruitment and management
- Banking, budgeting and accounting responsibilities
- Reservations and bookings
- Organizing activities and group excursions
- Building and grounds maintenance
- Staff wages
- Training of new staff
- Stock control
- Food handling and preparation
- All aspects of running the motel
- All laundry, stripping and cleaning of rooms

- Reason for leaving: Sold the Business

Company: Voltex Electrical Wholesalers –

Position: Senior Sales Representative

Responsibilities:

- Cold calling and prospecting
- Account management of over 150 clients
- Sales administrative duties

Achievement: Grew a client base from zero to 150 + clients – achieving an annual sales revenue of \$768,000 per annum.

Company: Animal Anti Cruelty League –

Position: Inspector

Responsibilities:

1 year service

- Building and maintaining a customer base
- Dealing with queries, complaints and strays
- Monitoring the use of animals in film shoots, advertisements and documentaries
- Education and animal behaviour advice
- Supervision of kennel staff

Company: Roamer Rand Canopies –

1.5 years service

Position: Senior Sales Representative

Responsibilities:

- Account management of 300 + customers
- Business Development and prospecting
- Sales administration

Company: Sprayon Products –
(Aerosol/Decorative/Auto/Industrial Paints)

Position: Sales Manager

3 years service

Responsibilities:

- Account Management
- Staff Management x 3
- Prospecting and business development
- Administrative accountabilities

Company: Galago Lodge and Tented Camp –

1.5 years

Position: Managing Director

Responsibilities:

- Hosting and accommodating guests
- Marketing and business development
- Staff recruitment and management
- Payroll and office administration
- Game tours and educational programs
- Providing full catering facilities
- Vehicle and lodge maintenance and upkeep
- Game drives and game walks

2 years

Company: Pet Talk -

Position: Managing Director

Responsibilities

- Marketing and business development
- Staff recruitment and management of 7 staff
- Purchasing, inventory and stock control
- Customer liaison
- Animal, bird and fish breeding
- Game Drives and safaris
- Banking, accounts returns.

Company: Sprayon Products

(Aerosol/Decorative/Auto/Industrial Paints)

Position: Senior Sales Representative

4 years

Responsibilities:

- Account Management
- Prospecting and business development with hardware and motor spares
- Supervising a team of painting contractors.
- Sales administration

Achievement: Increased turnover from \$420,000 to \$ 560,000 per month and obtained "rep of the month" title for four months.

Education, Qualifications & Professional Development

Edenvale High School –

SALES AND BUSINESS DEVELOPMENT COURSES:

- Sprayon Products – Decorative and Industrial Paints
- Small Business Development Corporation – Management and Self Management
- Tritin Gloria – Basic Selling Skills
- Mick McCormik – Sales
- Eteine Hartsliel – Sales and Close of Sales
- Sedley Burger – Sales Management and Self Management
- Tile Doctor – Product Training

ANIMAL/RANGER COURSES

- Ranger Guide Training School – Game Ranger, Firearm handling, Catering Bird Identification, Tree Identification, Reptile Identification and Treatment, Animal Rehabilitation, Guest Etiquette, Farm Management, Animal Behaviour Advanced 4x4 handling
- AACL (Animal Anti Cruelty)
- APA (Animal Protection Act)

- PAPA (Performing Animal Protection Act)
-

C.V

MICHELLE STEWART

46b Edward Street
Pahiatua
4910
NZ Citizen

Summary of Skills:

With over 15 years of customer service experience both face to face and over the telephone, I consider myself a professional in this area. I have worked in a variety of different industries including hospitality, print, health, finance and banking and have an appreciation for attention to detail, a positive first impression and the whole customer experience. Accompanied with strong computer skills, I believe that I would be an asset to an organisation that is seeking a true professional.

Having owned my own motels I am aware of the importance of cleanliness and have an eye for attention.

Employment History

MONDELLO MOTEL KAIKOURA

Managed the mote; with 100% autonomy.
Responsible for a very bust motel even during covid times.
Office admin and cleaning units to an outstanding degree.
Our ratings on Booking.Com were exeptional

DURHAM MOTOR INN

Managed a 4.5 star 21 Unit motel and conference room
Responsible for a very busy motel
Office administration and reception duties
Managed 5 staff
Banking

TWIN PEAKS LAKESIDE INN TAUPO – MANAGERS

Managers of a 35 unit motel (Management Rights)
Monthly invoicing to owners
Reporting to Body Corporate
Reception duties
Banking
All responsibilities of running a very busy motel

ALPHA MOTOR INN
OWNER : (LEASE)

- . Marketing, sales and promotions
- . Rostering
- . Banking, budgeting, and accounting
- . Staff wages
- . Ordering of all stock
- . Staff recruitment and training
- . Management of 6 staff
- . Quotes
- . Food handling and preparation
- . 39 Unit motel
- . All aspects of running a motel

Reason for leaving: Sold our lease back to the landlord

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GENERAL MANAGER

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Reason for leaving: Purchased our own motel

Referee: Kevin Martin
Ph: 09 379 9077

OAKWOOD MANOR MOTEL / with onsite restaurant and bar
GENERAL MANAGER

- . All aspects of running a very busy 55 unit 24/7 Hotel
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- . Management of 39 staff
- . Ordering all stock

Reason for leaving: This was part of the Silver Oaks Group, a chain of 8

hotels which the group went into receivership.

A PLUS LODGE / and holiday park /Backpackers and Camping
OWNERS (LEASE)

- Marketing. Sales and promotions
 - Guest Liaison
 - Staff recruitment and management
 - Banking, budgeting and accounting responsibilities
 - Reservations, bookings and quotes
 - Organizing activities and group excursions
 - Staff wages
 - Training of new staff
 - Stock control
 - Food handling and preparation
 - All aspects of running the lodge
- Reason for leaving: Sold the business

Company: Taupo Times 2007

Position: Customer Services

Responsibilities:

- Telephone liaison with customers
- Advising customers of ad types and costings
- Setting up and typing of advertisements
- Problem solving
- Database management
- Maintaining internal relationships with all departments

Reason for leaving: Purchased our own Lodge

Company: Bidvest

Position: Receptionist / PA

Responsibilities:

- Customer service and reception duties
- Banking
- Receipting and reconciling money takings
- Processing of payroll
- General office duties.

Company: First National Bank Head Office South Africa

Position: Customer Care Consultant

Responsibilities:

- Face to face contact with clients
- Reception duties and enquiries
- Organising the set up and opening of accounts
- Advising on Foreign Exchange
- Providing advice on Savings and Investments
- ATM Custodian
- Ledgers and handling of financial transactions

Education and Qualifications:

Mitchell Girls High Year 12

Kiwi Host – customer service

MYOB

First National Bank – Forex, Investments and a range of in-house courses

Computer Skills & Programs

Motel Mate, Seekom, Little Hotellier , Roonsoft, Guest Centrix, Penthouse Suite, Exact Dental, The Booking Factory, New Books

10/07/2020

Reference:

Neil & Michelle Stewart



As preferred suppliers to the hospitality sector in NZ, having worked closely with Neil & Michelle over the past 12yrs in their various Motel Management positions, we have loved the journey together ... every bit of the way!

They have a great sense of humour coupled with hard work ethics and acute understanding of guest expectations and how to capably utilise online booking systems to the best advantage.

Both Neil & Michelle are upright people and sticklers for perfect presentation. Michelle's passion is a clean perfectly made up bed in a spotless room to inspire her guests! Neil is the man to have around for maintenance and is the 'tone' about the place – he is a man of his word!

Hygiene standards are paramount and front of mind to ensure guests are completely satisfied with their stay – *so much so* – that not surprisingly, they have a firm following and are well-known by many corporates and regular stayer's across NZ for the hospitality they portray.

As an example of their amazing work, one job, we had the pleasure of supplying most everything in the motel room for a 23room Motel refurbishment in the BOP.

This property was extremely busy year around, however, had recently been taken over by new owners who were keen to gut and renovate the entire place within 5mths over the busiest period of the year while still running with occupancy to ensure income.

For any motel managers onsite, you could imagine booking out rooms and ensuring guest 100% guest satisfaction was no easy feat, - juggling returning guests, discerning tourists and being near a courthouse – dealing with a constant raft of undesirables intruding on the property often.

Neil & Michelle, with true integrity and the utmost patience put up with contractors & guests coming and going from August to completion – 20th December just before fully booked motel over Christmas!! X5 Units per month were blocked out and gutted/revamped in this time while the motel carried on its – only ever slightly unusual pace!

The result was a masterpiece – Michelle's pride and joy! – not to mention increasing the room rates by xxxx % and ensuring higher revenue for the new delighted owners!

Acquiring capable managers is no easy task in this current climate and challenging competitive environment.

While we travel extensively across NZ and visit so many properties, we hear and see the challenges of running a motel/hotel type of business and the demands on motel managers can be a real juggle.

There is also no substitute for so much experience like these two have tackled head on in many situations.

Based on our positive experiences together, we would not hesitate to recommend Neil & Michelle as quality Motel Managers to take your business to the next level.

Kind Regards

J. Boakes
Vendella International





Tudor Park Motel

386 Ormond Road
Riverdale
Gisborne, 4010

Phone: 06 867 9830

GST #107-630-678

E-mail: stay@tudorparkmotel.co.nz

Web: www.tudorparkmotel.co.nz

6 September 2023

Reference for Neil and Michelle Stewart, Motel Minders recommendation

To whom it may concern,

Michell and Neil Stewart were Managers of our motel for 1 year, from July 2022 until July of 2023. They have a vast background in hospitality and Motel management both as owners and as managers.

During that time, Michelle and Neil, based on their experience, initiated considerable changes in operational procedures, staffing, and the overall room amenities within our business.

The performance of the Motel was improved over their tenure.

I would highly recommend them as a team for Motel Minding.

Kind Regards,

Arthur Heern
Owner
Tudor Park Motel
Gisborne

Mondello Kaikoura
29 Beach Road | Kaikoura
P: 0800 427 447
E: info@mondellokaikoura.co.nz
W: www.mondello.co.nz



10 August 2021

To Whom It May Concern

RE: Reference for M & N Stewart

Michelle and Neil Stewart began working at the Mondello in Kaikoura in September 2020. We knew after interviewing them that they had something special to bring to the table with their enthusiasm to get the job done to the best of their ability. They have not disappointed us in this respect.

During a tough time in the Tourism/Accommodation industry, Michelle and Neil always gave 100% to their role as Managers.
The reviews we have received reflect this.

As we live outside of Kaikoura, we must ensure we are taking on trustworthy Managers who want to operate this business like it were their own.
Michelle and Neil have certainly put their own touch on the place in a very positive way.

It will be sad to see Michelle and Neil go, and we will miss their bubbly personalities and talks. We certainly wish them all the best in their future endeavours and would gladly have them as Managers for us again in the future.

They come highly recommended and would be an asset to any team.

Thank you

Regards

Emma Lindsay-Chapman and Bryce Chapman
Owners

Mondello Kaikoura
0212463743

*Alma Trading Limited
PO Box 289
Ostend
Waiheke Island 1843*

13 June 2012

To Whom It May Concern

NEIL AND MICHELE STEWART

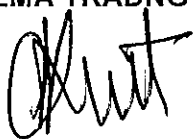
Neil and Michele have worked for my company as motel managers since September 2011. The assignment they were given was to rescue a business that had been run into the ground by the previous owners.

Neil and Michele were given sole control of the business.

There were many challenges that they had to meet arising out of the insolvency of the previous owner. They have successfully established the necessary operational systems and taken significant steps to begin the recovery of the business applying initiative experience maturity and common sense. They have proven themselves to be conscientious, honest, reliable, energetic and capable. They are courageous and loyal in protecting their employer's interests.

I have no hesitation in recommending them as motel managers.

Yours faithfully
ALMA TRADING LIMITED

A handwritten signature in black ink, appearing to read 'Kevin Martin', is written over the company name.

Kevin Martin
Director



Bella Vista Motel and Apartments Christchurch

to me

To whom this may concern,

Neil and Michelle were minders for us last year on a couple of occasions.

We were happy with their work and had some good comments from our guests'.

They are knowledgeable with operations and systems of running a motel and we felt like our business was in good hands when we were away.

We have no hesitation in recommending them.

Any questions, please do not hesitate to contact me.

Thank you

Kind regards,

Emma & Fidel Shuti

Bella Vista Motel & Apartments
Christchurch

193 Bealey Ave, Christchurch, New Zealand

T: 64 3 377 3363 | **Freephone (NZ only):** 0800 235 528

E: christchurch@bellavista.co.nz

www.bellavista.co.nz

Cancellation policy: If your plans change for some reason, we do understand, and ask that you let us know as soon as possible. Cancellations/amendments must be made before 2pm, 48 h before made to your nominated credit card.

#trustbellavista

Raid Investments Ltd

23 Kirriemuir Close
Hamilton
021 146 4031

06th September 2023

To Whom It May Concern

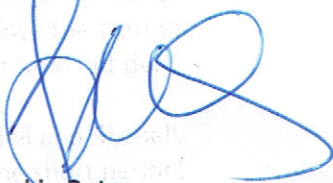
RE: NEIL AND MICHELLE STEWART

Neil and Michelle Stewart have been contract managers at BKs Premier Motel Esplanade, Petone since the start of July 2023. They have only been contracted to our motel complex for a short period of time but during that time we have found them highly professional, honest and reliable.

Neil and Michelle's skills and knowledge of the motel industry have increased the motels turnover in the short period of time that they have worked for us.

I am more than happy to be contacted directly on 021 146 4031 (Jackie) to answer any further questions.

Kind regards



Jackie Bates

Director

Dr K A G Perera
B.BS, Dip Obst
28 Goldfinch Street
OHAKUNE

To Whom It May Concern

I was asked to provide a reference by Mr. Neil Ross Stewart and Mrs. Michelle Stewart and I have the great pleasure to provide the same.

I have known Neil and Michelle since 2008 when they applied for the management position at the Silver Fern Lodge, Taupo.

I was impressed by the enthusiasm shown by them and found that they were very capable of running the Lodge well.

Since they started their employment as managers at Silver Fern Lodge I observed their diligence in conducting their duties professionally and to my expectations. They kept the Lodge in spotless condition always. Their work ethics were excellent and I have no hesitation to recommend them to any prospective employer.

I am now residing in the UK and hope you find this reference to meet your needs.

Dr K A G Perera
Silver Fern Lodge