

Jayson Cocks

EDUCATION:

1990: Completed Year 12 VCE
1991–1992: Box Hill College of TAFE
Completed Associate Diploma of Business (Accounting)
1993–1996: Victoria University of Technology
Completed Bachelor of Business –
Major in Travel and Tourism, Minor in Marketing
2005: Completed Coxswains course. MSQ orals end of June

EMPLOYMENT:

Employer: Quicksilver Connections, Port Douglas
June 2000 - current

Position: Senior Cabin Crew / Sales Representative

Duties:

During my time at Quicksilver, I have worked on the all three of the company's vessels, Quicksilver V, Quicksilver VIII and Wavedancer III. This position requires me to make all decisions and take all responsibility for customer services related issues on the vessel. I liaise directly with the skipper and land based operations, and have developed an excellent and long standing working relationship. This is my current role at Quicksilver.

During 2003, I took up the role of Sales Representative for the Cairns, Northern Beaches and Port Douglas markets. It required me to meet targets and gave me an appreciation of selling premium products.

Employer: Radisson Treetops Resort, Port Douglas
June 1997 – June 2000

Position: Assistant Manager

Duties:

I began my employment as a GSR (Guest Services Representative) and was promoted to Supervisor and finally Assistant Manager. This position involves co-ordinating Front Desk, Switchboard, Concierge/Porters, Group Co-ordinator and Tour Desk. This role required me to have a high degree of guest involvement dealing with complaints (in person and written) as well as dealing with staff discipline. Control over Hotel master safe, all outlet floats, all hotel keys and maintaining the operation of hotel computer system fell under my command. This position also helped me develop my administrative skills.

Employer: Hyatt Regency, Hilton Head Island, South Carolina
Dec 1995 – Dec 1996

Position: Rooms Division Intern (Reservations Agent)

Duties:

Making reservations for 505 room Hotel including FIT guests and group attendees at different rated levels. I was allocated a Sales Manager and Catering Manager to whom I was responsible for all group work and block allocations from site inspection until convention completion. I received award on three occasions for both Agent selling the highest average rate and the highest revenue for the month.

OTHER INFORMATION:

- * Driver's licence
- * Advanced PADI dive ticket

INTERESTS: Diving, boating, camping, kite surfing and anything outdoors!