

EM
Run your Estate Like a Luxury Boutique Hotel
LAURENCE COUSIN

February 21, 2014

RE: Director of Residence Position

To whom it may concern,

My extensive knowledge of lifestyle management for high-net-worth individuals and private residences coupled with my prior professional experience as Director of Communications in the hospitality industry (including the prestigious Relais and Chateaux hotels) enable me to execute a diversity of tasks in both dynamic and challenging environments.

In my profession, I am accountable for managing, maintaining and improving the operations of personal real estate assets in order to maximize the property's value and owners' enjoyment. In this capacity, my responsibilities include overseeing all aspects of Human Resources including sourcing, hiring, training and management of internal staff as well as outside contractors. I seek to establish standardized operating manuals, procedures and inventories on a case-by-case basis in order to streamline processes and day-to-day operations.

My responsibilities also include the sourcing and oversight of capital improvement projects in coordination with general contractors, architects, engineers and other consultants to review, draft and negotiate contracts. I direct and coordinate the implementation of property operating budgets enabling me to evaluate overall operations of these ventures both regularly and systematically. Financial oversight and analysis of all related activities are further controlled through the meticulous review and tracking of all invoices and credit cards expenses against their assigned budgets.

By applying strong project management skills in the oversight of staff and daily operations, while managing expectations on all fronts, I am able to effectively see large-scale assignments through to completion.

My priority is always to maximize quality and minimize costs in all areas of responsibility by sourcing and evaluating high quality, reliable and cost effective vendors and contractors.

Improving processes and services by constantly generating and implementing new ideas through both personal experience and staff feedback is also integral to my process.

Throughout my career, I have gathered additional experience in scheduling extensive travel arrangements, including private charters (NetJets, Gamma Aviation, ACM Aviation, etc.) and VIP accommodations, managing the ever busy day-to-day calendar and contact lists, coordinating children's activities, events management, overseeing extensive gift mailings and shopping for the household

(including substantial high-end wardrobes), coordinating extensive care with a keen eye and a meticulous approach where “best is always better than good”, event coordination for museum collection (Escher, Vasarely, Toulouse–Lautrec, Matisse) including, shipping, receiving and hanging, event management for parties up to 100 guests.

My diverse skill-set and expertise are significant assets in terms of organization, logistics, time management and creativity which allow me to approach any situation with accuracy, diligence, professionalism, superior interpersonal dynamics and a high level of integrity.

I look forward to the opportunity and hope you will find my skill-set up to the challenge.

Best Regards,

Laurence Cousin