

## WHOOOPS !!!!

This happens every time I have 'Red Wine' with Karen !



## A LIFE IN THE DAY OF .....



**Ross Buchanan**  
**National Conference & Incentive Manager**  
**Mirvac Hotels & Resorts**



## MY LIFE .....

- 26 Hotels & Resorts – Australia/NZ
- 26 General Managers
- 11 Hotel owners
- Over 2000 apartment investors/stakeholders
- 2 Golf Courses
- 5 Spa's
- Over 80 Sales Personnel – Australia/NZ
- 1 Wife
- 2 Children



## CLUTTER .....

**Not too long ago, there was a popular expression**

**'a cluttered desk is a sign of a cluttered mind.'**



## 'A MESSY DESK IS ONLY A SIGN OF A MESSY DESK'



**'A cluttered desk is a sign of genius'**



## BE EFFECTIVE .....

**'THE KEY IS TO WORK IN A MANNER THAT  
ALLOWS YOU TO BE MOST EFFECTIVE'**



## BE ORGANISED .....

Ross Buchanan, Mirvac Hotels & Resorts

- 'TO DO' LIST



## 1- 10 .....

Ross Buchanan, Mirvac Hotels & Resorts

- 'TO DO' LIST
- PRIORITISE & CONTINUALLY REVIEW



## COMMUNICATE .....

Ross Buchanan, Mirvac Hotels & Resorts

- 'TO DO' LIST
- PRIORITISE & CONTINUALLY REVIEW
- COMMUNICATION – INTERNAL & EXTERNAL



## CONSISTENCY .....

Ross Buchanan, Mirvac Hotels & Resorts

- 'TO DO' LIST
- PRIORITISE & CONTINUALLY REVIEW
- COMMUNICATION – INTERNAL & EXTERNAL
- STANDARD OPERATING PROCEDURES



## MONITOR .....

Ross Buchanan, Mirvac Hotels & Resorts

- 'TO DO' LIST
- PRIORITISE & CONTINUALLY REVIEW
- COMMUNICATION – INTERNAL & EXTERNAL
- STANDARD OPERATING PROCEDURES
- CONTINUALLY REVIEW PROCEDURES



## OUTSIDE THE BOX .....

Ross Buchanan, Mirvac Hotels & Resorts

- 'TO DO' LIST
- PRIORITISE & CONTINUALLY REVIEW
- COMMUNICATION – INTERNAL & EXTERNAL
- STANDARD OPERATING PROCEDURES
- CONTINUALLY REVIEW PROCEDURES
- BE INNOVATIVE



## EMAIL IN THE DAY OF .....

Ross Buchanan, Mirvac Hotels & Resorts

### EMAIL

- Handle each piece only once
- Use the filters or routing rules
- Classify email so you can deal with the important things first.
- Use the preview pane at the bottom of incoming email list.
- Check it regularly – because if you don't



"You should check your e-mails more often. I fired you over three weeks ago."

## MY DAY .....

Ross Buchanan, Mirvac Hotels & Resorts

- General Manager meetings
- Client meetings
- Office meetings – Sales/Development
- Budget or Forecast meetings
- Emails
- Telephone calls
- Contracts
- Proposals



## MY LIFE .....

“COMMUNICATION”

