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What does it Take.....

While we all endeavour to “stick to our knitting” as finance brokers we are often first cab off the rank in the purchase process and therefore asked a myriad of questions which are often unrelated to finance. The serious questions more easily answered by Lawyers and Accountants are quickly deflected to these experts. However the more general questions such as, suitability to the industry, relevance of previous employment, permanent or holiday, best location in a given area, start small or go straight for the big building are all followed by what does it take to be good at Management Rights?

The broad and safe answer is of course, common sense and people skills. The common reply is generally “well how do I know I have people skills?”. There may be 100 responses to this question however the ones I like to use are ...if you get into a lift and say hello to whoever may already be in the lift or jump into a cab and say giddy to the driver or climb into a barbers chair and engage in a general conversation with the barber then you have people skills. If you are confronted with these scenarios and find it difficult to converse with these people then its not that you don't have people skills it's just that you may have to work on them.

Assuming (yes, I know one should never assume....) that we have decided that common sense and people skills are in abundance the other items mentioned are important but can often only be decided over time....

- *Suitability to the industry* ...your previous occupation may have some bearing here however quiet often its how you handle a crisis that determines your suitability. We have all stood at a counter whilst checking in on holidays while the person on the other side takes our car rego and draws a mud map to our bungalow thinking “that cant be to hard” and we can all imagine ourselves riding around the grounds on a ride on mower wearing a straw hat or cleaning the pool with the sunglasses and there's that straw hat again. Nothing too difficult here.

Then there is the flip side where we have just been checked in and turn to see a tour bus pull up with 56 people clamoring through the door and the pleasant face of the Building Manager turns grey as she realizes the bus has arrived early and her cleaner rang in sick this morning and she forgot to chase up a replacement and half the rooms will not be ready for this group. Then we go outside for a dip in that beautiful pool we read about in the brochure only to find that pleasant fellow who waved to us as we drove in earlier has turned decidedly unpleasant after discovering a fully laden nappy floating unattended in said pool and this item will render the pool off limits for a number of days.

How you handle the one off crisis or more to the point how you manage your building to minimize the likelihood of one of the above scenarios occurring may determine your suitability and longevity in the industry.



- *Relevance of previous employment*...your previous employment may have some relevance by way of previous experience in administrative duties to make the office work lighter or general handy man or maintenance skills to enable you to attend those Sunday afternoon breakdown repairs when the usual tradesman is not available. However we have seen people from all walks of life succeed in the industry even ex Bank Managers, so it is 'life experience' to coin a modern phrase that will really be of benefit.

- *Permanent or holiday*...the age-old question. I usually stick to the general rule of thumb by saying from a Financiers point of view the Permanent complex will provide you with a steady regular income whereas the Holiday complex may be more seasonal and can provide you with a higher income depending on your capability and or willingness to make the extra effort to push the add on sales such as car rental, theme park tickets and extra room cleans etc. Also the permanent complexes are said to be more child friendly, if you have them, although this is often argued.

- *The best location in a given area*...this is one that can only be answered by you yourself driving around just like you were buying a house. Having said that you are buying a business and you are purchasing a business where you want people to holiday or rent permanent accommodation. This should be your primary thought. Could you see yourself holidaying there or renting on a permanent basis. Then it is in a good location.

- *Start small or go in big*.... (silly question to ask a finance person). However I attempt to respond by saying you buy what you can afford or what the Bank thinks you can afford. It also goes that the bigger the business (not the bigger the building) the bigger the income. If you start small then expect to earn small and it may be that you or your partner will need to retain or gain outside employment. (sometimes this is desirable by purchasers, then small is good.) It is usually recommended that you find out what you can afford in terms of business price and then you go out with the agent to see what your money is buying to make sure it meets your expectations and or requirements.

What does it take...?...the criteria could be endless however if you start with the above and include the ability to remain firm but fair, the ability to maintain a sense of humour, the ability to cop criticism warranted or otherwise you are off to a good start and then it gets back to good old common sense and people skills.

If this sounds like a lot of 'fence sitting' you are right. There are no definitive answers. Ask questions, do your homework and you decide if 'you have what it takes'....

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