



Gareth Holland

Showroom Sales
Consultant

Introduce yourself. Where do you work? What is your job role?

Hi, my name is Gareth Holland, and I am currently the Showroom Sales Consultant for Bassetts in the Downpatrick Branch.

What does your job entail?

My job role mainly involves selling bathroom and tile products, ranging from simple taps to complete house refits. I also assist customers in designing their bathrooms. Stock control for bathroom and tile products is also a critical part of the role for any trade or retail customers.

How did you get into this line of work?

My background has always been in sales, and prior to Bassetts, I worked for a well-known tile company. However, when I saw the job advertised for Bassetts, I took the opportunity as I know a few people who currently work for Bassetts and had great feedback for the company. I love a new challenge, and that's what keeps me motivated!

Outline your career to date

In my early years, I was self-employed and gained great experience before moving to Land Rover car sales. I had a brief stint in Mercedes Benz, and then I took a career change. It was the best move I could have made as I gained significant experience in this industry and am now currently working at Bassetts. I love my job and am really looking forward to the prospects ahead.

Tell us about your qualifications and training

I have the usual GCSEs from school and then went on to apprenticeships, but one particular qualification that I achieved was the Institute of Management, which was a great achievement. I have completed various training courses for tiling adhesives and wet rooms, such as Mapei and Weber adhesives, Schluter systems for various projects, but to be honest, every day is a school day.

What qualities are required for your job – personal and professional?

The basics are always required, such as listening to the customer's needs and wants, managing expectations, having a good eye for colours, designs, and trends, asking key questions such as budgets and time frames. The list goes on, but most importantly, being nice and friendly regardless of what kind of day you are having. Your customer does not know that.

What is the best advice you have ever received?

I was not brought up with a silver spoon in my mouth, so treat everyone in the same way, 10 million pounds or 10 pounds they are still a customer so treat them well. Also, for sales, manage customers' expectations, be straight and honest and from the word go.

What do you like to do in your spare time?

Anyone who knows me will know my passion for cars, I am a very good car detailer, it's a hobby that won't go away, I also enjoy a bit off time off with my wife like a meal out, a simple cinema trip or even a good walk!

Tell us an interesting fact about yourself?

I have done many things in life like kart racing, I represented Northern Ireland in the Five Nations Championship, but most recently I have just started to learn how to play the Banjo (don't laugh) it's something I have wanted to do for many years!

Who has inspired you most in your life?

I don't want him to find out, but to be honest, it has been my father. Even now in his later years he has not lost his drive to succeed and would still push me to. One of his things has always been saying to me, good man, you are doing well, keep moving forward and not back.

What advice would you give your 16-year-old self?

If I knew then what I know now. Be straight up and very confident when asking for something, work a bit harder in school as it will pay off later in life, although I haven't done too bad in life, I will always set my goals higher.