



The Tile Industry's

National Tiles now employs 194 people

National Tiles is recruiting. The company is growing rapidly across Queensland and Victoria and is preparing to expand into other states. It's a great time to join.

The expansion of the company means there are positions available in all departments, from warehousing to administration and sales to management. National Tiles is active in all sectors of the building industry and has sales divisions working with retail customers, major domestic builders and commercial developers.

An emphasis on cross training and internal promotion guarantees genuine career opportunities at National Tiles. All staff will attest, it's a great place to be with a positive work culture that is reinforced by the growth of the company.

National Tiles currently employs 194 people across Australia with another 60 working in franchises. The company welcomed 40 new staff last financial year and expects to employ more this year.

In a difficult economic climate for many retailers, National Tiles experienced a 31% increase in national turnover last financial year. They have just opened two more Queensland stores, in Lawnton and Labrador, and will launch more showrooms over coming months.

Although the company focus is currently on Queensland and Victoria, National Tiles aims to expand across Australia so enquiries are welcomed from talented people and potential franchisees in other states. Sales Manager, Mr Paul Atley, says, "We are aggressively chasing market share. That's what creates opportunities."

Two of the traits shared by staff at National Tiles are passion and a positive attitude. "People here are passionate about their work," says General Manager, Mr Gary Hasler. "They are open to new ideas and look for ways to improve the business and simply help each other out, there is a huge team environment."

Internal promotion is part of the culture at National Tiles and there are numerous examples in every division of the company. The Retail Sales Manager started on the showroom floor and the Company Franchise Manager began as an admin assistant.

Lidija Cergovski is a tertiary qualified interior designer who joined National Tiles as a colour consultant five years ago and now manages the Major Domestic Builder Division with a team of 18 staff. Ms Cergovski says, "We work with our clients to match their desires, so we need open, two-way communication. When you're good at what you do it's more than 'customisation', it's about bringing people's ideas to life."

National Tiles also encourages two-way communication between staff and management. "We want people who are able to push the envelope and look at new ways of doing things. It's quite an open structure here so it's easy to be heard. People are encouraged to put forward their views," Mr Atley affirms.

The company enjoys a high staff retention rate of over 80% because people enjoy working at National Tiles. Staff members often recommend family or friends for new positions and many are employed.

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Employer of Choice

...and is looking for more

In January, the company will launch a cross training program for all staff in Victoria and Queensland. Interdepartmental training helps people advance across the company, find the positions they enjoy the most and work better in teams.

Dale Talbot started with National Tiles as a storeman but became a branch manager and worked in sales before becoming Warehouse and Distribution Manager. Mr Talbot, whose son also now works at the company, says, "I've been a salesman - I know what it's like. When you've got a great team in the warehouse, you can give your customers rock-solid guarantees."

Customer and staff satisfaction are connected at National Tiles. The company is constantly doing things that serve customers and empower staff. A snapshot of this includes, interactive design kiosks in every store, plus an Australian first lifetime guarantee on premium tiles which give customer assurance and supports their sales staff. And when it comes to their products, feedback from staff and customers influence their range.

A new fleet of company cars will help advertise the company and is GPS-tracked for more efficient call response and staff safety. Products like the adhesive, Grants RB 320, have been developed to give National Tiles trade clients an exclusive edge. The trade club that rewards tilers will also sponsor community charities in 2012.

The company values education and recently produced

a 16-part video for do-it-yourself renovators in conjunction with Holmesglen TAFE. Each year the company sponsors an outstanding apprentice by paying their fees and donating tools.

The National Tiles website has recently been redeveloped to give customers the first free, 48-hour, door-to-door, sample delivery service in Australia. Mr Atley says, "We listened to customers who didn't want to buy products online but did want to get samples delivered. As a result, our website now makes it easier for reps to get sales over the line."

The company also directly supports staff by conscientiously giving back.

Every year generous awards are given for service and achievement. An active honour board in the company foyer commemorates award winners and every five-year service milestone passed by employees.

National Tiles also appreciates the work-life balance of its employees and respects life outside the company. The company celebrates families and children at end of year functions and partners at a Mid Year event at Crown Casino. It funds and

organises birthday gift vouchers, monthly barbecues, pizza days, trivia nights and raffles. It provides four seats at Etihad stadium each week of the football season and it has a lodge on top of Mount Buller free for staff use.

Company CEO, Mr Frank Walker, wants National Tiles to be the customer service company of choice but also the "employer of choice". Every week, Mr Walker consults a checklist of criteria to ensure National Tiles remains an

employer of choice. The list includes things like company direction, quality of leadership, respect for talent, customer and staff satisfaction, a positive work environment, work culture and rewards for success.

Mr Walker says, "The best people have options and we want to be the organisation the best people want to join."

For more details on working for National Tiles head to nationaltiles.com.au/careers

Or call Arianna Garcia, Assistant to the General Manager, Gary Hasler on (03) 9644 6308.



Paul Atley and Gary Hasler of National Tiles



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