

# SARINA RODGERS

## Quality, Hospitality and Client Engagement Consultant

☎ (02) 8610 1950  
✉ [sarinarodgers@anchorexcellence.com](mailto:sarinarodgers@anchorexcellence.com)  
🌐 [anchorexcellence.com](http://anchorexcellence.com)  
in [linkedin.com/in/sarinarodgers/](https://linkedin.com/in/sarinarodgers/)



## QUALIFICATIONS

2018

Diploma of Leadership and Management, OTEN/ TAFE digital NSW

2016

Successful Sales in Aged Care, IPAC Training

2016

Future of Marketing for Aged Care, Aged & Community Services NSW

2016

Level 3 Master-class Aged Care, IPAC Training

2015

Cert IV Front-line Management, OTEN

2015

Manage People Effectively, AIM (Australian Institute of Management)

Sarina Rodgers is an accomplished professional with over 15 years experience in the aged care and hospitality industries. She started at Anchor Excellence in 2021 and brings a large range of experience with her. She is a valued asset on the Anchor Excellence team.

Sarina brings with her a strong focus on client engagement and consultation through her established knowledge of systems, processes, operations and sales.

She has expertise in ensuring resident satisfaction and establishing honest and open relationships with multiple stakeholders and is highly versed in all aspects of hospitality, including food services, housekeeping and property management.

Sarina is a graduated academic who holds qualifications in Sales and Marketing, Leadership and Management.

## EXPERIENCE

2021 -  
Current

■ Quality, Hospitality and Client Engagement Consultant  
- Anchor Excellence

## EXPERIENCE CONTINUED

- 2018 - 2021** ■ **Residential Services & Relations Manager - Cranbrook Care - Bella Vista Gardens**
- Responsible for overseeing food services, client services, housekeeping and property, Sarina's role was to ensure that service levels were meeting the highest standards. Sarina leads staff on the delivery of excellent service and care as well as ensuring continuous improvement in all areas of care and service to enhance the consumer experience.
- 2016 - 2018** ■ **Customer Relationship Manager - Cranbrook Care - Bella Vista Gardens**
- Sarina was responsible for assisting in the transition from home life to aged care. Her ability to smoothly transition consumers and their families was an important part of her role. Sarina provided an honest and clear representation of situations with all stakeholders to ensure good relationships with staff, consumers, management and the local community.
- 2013 - 2016** ■ **Group Manager of Administration Services / EA to CEO - SummitCare Australia**
- Sarina was able to plan, direct and coordinate supportive services throughout the organisation. Her specific responsibilities were to liaise with external stakeholders, Project management and extensive diary, travel and event management skills, Professional preparation and collation of various reports.
- 1994 - 2004** ■ **Other Roles - Various**
- Full list of accomplishments, employments and accolades are available on LinkedIn

## Anchor Excellence

### LEADERS ENABLING LEADERS

Choosing the right path is easier if you've walked it before.

With a commitment to excellence in aged care delivery, business transformation, leadership, mentoring and training – Anchor Excellence will ensure your organisation achieves its objectives.