

# Jacques van Heerden

## High-Ticket Remote Closer



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📍 Hartbeespoort, South Africa

### ABOUT

I am a confident, well-presented, and service-driven professional with an international background in luxury hospitality. I leverage strong **emotional intelligence, adaptability, and composure** to navigate complex, high-value conversations under pressure. **This drive is rooted in my entrepreneurial experience, treating every client relationship with the ownership mindset of a business founder.** Through my experience working with diverse and high-profile clients, I have developed a strong ability to anticipate needs, handle challenges with professionalism, and deliver exceptional results under pressure. I value clear communication, teamwork, and maintaining a positive attitude in any environment. I am passionate about continuous growth and seize every opportunity to acquire new skills that enhance both my personal and professional performance.

### EDUCATION

#### Personal Ventures (Unlisted)

2021 – Present

Developed and managed two small, independent businesses, gaining first-hand experience in client acquisition, financial management, and maximizing resource efficiency.

### EXPERIENCE

#### Banquet server

##### Saucon Valley Country Club

2024 – 2024

- Provided exceptional client service to exclusive guests at high-profile events, maintaining a high standard of client retention and satisfaction.
- Demonstrated strong interpersonal skills by effectively communicating with team members and demanding clients.
- Executed banquet set-up and tear-down tasks efficiently, demonstrating **attention to detail** and commitment to event success.

#### Server Assistant

##### Boca West Country Club

2023 – 2024

- Initiated client rapport promptly and ensured their satisfaction throughout the dining experience.
- **Proactively solved issues and customer concerns** to everyone's satisfaction, showcasing immediate problem-solving skills vital for overcoming sales objections.
- Collaborated with team members to maintain smooth service flow, contributing to improved restaurant operations.

#### Commis Waiter

##### St. Regis Hotel / Opa Restaurant

2022 – 2023

- Assisted senior wait staff in providing exceptional service and maintaining cleanliness in the dining area.
- Gained hands-on experience in food and beverage service, including helping with table setup and taking customer orders.
- Customers praised my attentive and efficient service in a fast-paced restaurant.

#### Waiter

##### Pretville

2022 – 2022

- Demonstrated strong knowledge of menu items and made **personalized recommendations**, successfully **upselling** and enhancing the client experience.
- Provided exceptional customer service by taking orders accurately, serving food promptly, and attending to guests' needs efficiently.
- Contributed to achieving high customer satisfaction scores and driving **repeat business**, providing direct evidence of relationship and conversion success.

### LANGUAGES

English



Afrikaans



## **Travel Management Independent Travel Manager**

### **Dreamport**

2025 – 2025

Completed specialized training focusing on managing complex, **high-value client arrangements** and logistics. This highlights advanced skills in planning, organization, and delivering comprehensive solutions under strict deadlines.

## **Deckhand Super Yachting Certificates Super Yachting South Africa**

2022 – 2022

Received training emphasizing professional protocol, guest safety, and **high-level luxury client service** in a maritime environment. Confirms exposure to and understanding of the highest tier of service excellence and client confidentiality.

## **High School Diploma Die Hoërskool Wagpos**

2017 – 2021



## **SKILLS**

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Verbal Persuasion & Strategic Communication

Composure Under Pressure

Objection Handling

Client Success & Relationship Building

Real-Time Pitch Adaptation

Executive Presence & Brand Representation

Global Rapport Building

Pipeline Management

Attention to Detail