



A Day in the Life...

A day in the life of Yvonne Kitchen, sales manager for Andrew Granger & Co, Market Harborough

This month we find out about sales manager Yvonne Kitchen's love of animals, and her job, in our most recent 'a day in the life of'.

Yvonne plays a pivotal role at our busy Market Harborough office and you will see why she's perfect for the job.

What made you chose this industry and area of work?

I sort of fell into the industry because of a job I was doing at the time. I was working for a convenience store and the company had bought the shop next door, which meant, on some occasions showing surveyors and valuers around. A couple of months later, I saw a sales negotiators job advertised and decided I would like to do that. I had an interview and the director remembered me from when I showed him around the shop. I got offered the job and the rest is history, as they say. I have worked in this industry for 21 years now and almost 5 years at Andrew Granger & Co.

How does your working day start?

First things first, I get woken up by my two cats and dog, have a cup of tea and catch up with the news events of the day. I then get ready and walk Mikey, my Jack Russell. He would not let me not walk him, so he is my priority. When I get back, I catch up on my work emails, before calling the daily Teams meeting with the rest of the sales team.

What can a typical day involve for you?

No two days are the same, which makes the job interesting, and it doesn't get laborious. Since the Coronavirus pandemic, sometimes I am in the office and others working from home, which does take some adjusting to, but I enjoy the different aspects of both ways of working. The first thing is we hold a meeting, to recap on the day before and to look at business

going forward and particularly, the day ahead. We go through the offers taken, valuations, viewings and sales that are going through. This 'sets out our stall for the day', so we all know what is happening. Communication is key to the smooth running of the office.

What do you like most about your job?

I enjoy lots of aspects of my job, but my ultimate favourite time is seeing first-time buyers pick up their keys on completion day. They are so excited that they are getting the keys to their very first home. Their excitement is palpable and it's just so lovely to be part of that.

What is the most challenging aspect of your job?

I think this can take shape in a variety of ways, but I would say when sales are complicated, finding a way, with the help of solicitors, sellers, and buyers, to solve any issues that may arise. Sometimes this can take several days or even weeks, but as estate agents, we are tenacious and most times, we get there in the end.

What do you like to do when you're not at work?

This varies for me quite a bit. I love going on walks with my dog, taking in the fresh air and meeting people on route. I also like decorating and as I've not long moved to a new house, is quite beneficial. When the weather picks up, you will also find me in the garden, pottering about. My favourite thing to do, when restrictions lift again, is seeing my family and my six grandchildren. I have missed them all so much.

Are you an early bird or a night owl?

Normally an early bird, but there have been occasions, where, I have been known to paint the town red!

Andrew Granger & Co has experienced and knowledgeable sales teams in three offices across Leicestershire, in Market Harborough, Leicester and Loughborough. You can find out more at www.andrewgranger.co.uk.