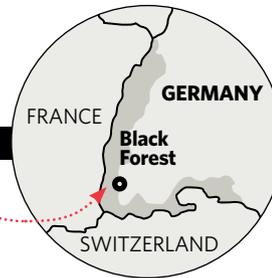


Hotel Die Halde in  
the Black Forest



## IN MY VIEW

# At work in the Black Forest

Iris Schmid FCSI talks about her current projects, keeping customers satisfied with great service and her love of challenges

**Q What projects are you working on right now?**

**A** I'm currently working at the Hotel Die Halde, Oberried Hofgrund in the Black Forest near Freiburg. I'm also working on a second new hotel project, Geroldstaler Mühle, also in Oberried, with the same owner. That is planned to complete at the end of 2015.

Another project I'm still working on is Gastliches Glottertal. There I'm acting as a moderator for a group of hotel owners in the village of Glottertal, which is near the Black Forest. We want to reach our full potential as hotel owners and increase our presence in the industry.

**Q What kind of work do you specialise in?**

**A** I have been a management consultant since 1998. I specialise in coaching and training the management and their staff, developing and improving their marketing profile and strategy and supporting the implementation of their strategy. Quality Management (QM) is one of my basic tools for that. If required, I also take over the interim management of a hotel or assist the management for a while.

**"For me, it is very important never to lose the relationship with the basic business"**

**Q What do you enjoy most about your profession?**

**A** I like to be faced with new challenges every day. Each project has its own requirements. Meeting so many fascinating people who are in different life situations, that is why I love my profession.

**Q What does being an FCSI mean to you?**

**A** FCSI is important for me, because I like to work in a worldwide network with colleagues who all act in a professional manner. I also like it for my own personal training and education. This is all possible as an FCSI member.

**Q What do you think are the biggest challenges facing FCSI members right now?**

**A** That all FCSI members are working on the FCSI brand, which is seen as a quality standard for both management and food consultancy.

**Q What are your goals for the rest of the year?**

**A** My aim is to offer reliable services that are based on mutual trust, a personalised approach and respect for each customer every day.

**Q What single achievement in your career/life makes you most proud?**

**A** I am thankful for so many of the opportunities I have had – and taken – in my career. I cannot pinpoint one single achievement that was the most important. All my ideas, experiences and knowledge today are the culmination of my 34 years working in both hotels and restaurants.

For me, it is very important never to lose the relationship with the basic business – a lot of regular customers appreciate it very much.

**Q What are your interests away from the office?**

**A** I enjoy walking, dancing and playing guitar as often as I can.



Iris Schmid FCSI is based in Baden-Baden, south west Germany.