



GROW YOUR TOURISM BUSINESS

Business Mentoring offers focussed workshops with the bonus of a business mentor to help your tourism business grow.

Industry & Investment NSW supports a number of mentoring programs across the state for established business owners in their growth stage. The program incorporates specific business workshops and mentoring providing both peer-to-peer and one-on-one business assistance. The Business Mentoring and training program offers the opportunity for business owners to experience the benefits of a professional business mentor coupled with a co-operative learning environment. The program helps participants reach their full potential enabling them to develop their business further by using a mentor to share their insights and experiences.

Small Business owners in their growth stage may need an extra boost or a mentor who acts as a sounding board to help the business grow. This program accelerates business skills to the next level and is tourism industry specific.

How can a business mentor help?

A mentor is an experienced business owner who can help guide another business owner on their growth pathway. This guidance is voluntary. Mentoring does not involve business coaching, professional advice or consulting, but rather provides someone who can help you focus on the “big picture” issues that face your business and someone to bounce ideas off.

What does the program provide?

The program commences on 1st March 2011 and finishes on the 14th June 2011. It includes four integrated components comprising:

- A dedicated program subsidised by Industry & Investment NSW
- 6 x 3hr business skills workshops (held on an evening) including Marketing, Business Planning, Financial Management, AussieHost Customer Service and Strategic Selling.
- 10 hours of mentoring with an allocated mentor
- working on a special business project or outcome
- networking and peer support with guest speakers focussing on niche interest areas.





Who can apply?

To participate you must be an owner of a small business based in NSW with an annual turnover of \$200,000 or more. Have operated for one to four years and employ at least one staff member and be registered for GST with an ABN. You must also be able to identify a business challenge you need assistance with.

Where is the program held?

The 6 workshops are being conducted at the Mecure Sydney Parramatta. The mentoring may be held on your business premises, on the telephone or a mutual location decided between yourself and your mentor.

What is the price?

The program price is \$500 plus GST per participant which is subsidised by the Department of Industry & Investment.

Who do I speak to for further information or to register?

Please contact Karina Groth, Small Business Mentoring Program Coordinator for Tourism Industry Council NSW on 0401 276 428 or aussiehost@ticsw.com.au





Customer Service Skills For Tourism And Hospitality Staff

Provide your hospitality staff with the skills and techniques that will consistently provide service excellence.



LEARN THE TOP THREE CUSTOMER EXPECTATIONS AND HOW TO EXCEED THEM.

COURSE OVERVIEW

AussieHost Customer Service Skills For Tourism And Hospitality Staff is a comprehensive program designed to upgrade the standards of service and hospitality provided to a customer in any service environment throughout Australia. The AussieHost Customer Service skills program represents a collective effort by businesses, communities and individuals to maximise the opportunities and benefits of good service to all Australians.

KEY SUBJECT AREAS

- Establish contact with customers
- Responding to customer complaints
- Identify special customer requirements
- Enhance your service attitude
- Active Listening techniques
- Read and interpret retail documents
- Receive and process sales orders
- Communication in the workplace
- Developing customer loyalty
- Team Building

LEARNING OUTCOMES

- Conduct communication with customers in a professional courteous manner
- Identify and anticipate possible problems and take action to minimise effects
- Handle complaints sensitivity, courteously and with discretion
- Verbally and non-verbally convey a willingness to assist
- Consider cultural differences and how to communicate through language barriers
- Use questioning to minimise misunderstanding
- Encourage, acknowledge and act upon constructive feedback
- Perform follow up action as necessary
- List and describe a range of retail documents
- Complete allocated tasks willingly according to set timeframes
- Maintain contact with customer until sale is complete
- Record customer details and information where necessary
- Encourage repeat customers by promotion of appropriate services.



The AussieHost Customer Service Skills For Tourism And Hospitality Staff workshop:

Unique features

The AussieHost Customer Service Skills For Tourism And Hospitality workshop is designed in Australia for local and current market trends.

- Professional facilitators use the most up to date accelerated learning techniques.
- An interactive, relaxed atmosphere with real world examples.
- Modern presentation methods using audio and visual presentations.

Who should attend?

All staff who have recently entered customer service positions and who have not attended any other customer service training. The program is also suitable for mature people who whilst involved in customer service, have little awareness of professional customer service concepts.

Includes...

- Resource material & workbook.
- An internationally recognised customer service certificate.
- AussieHost badge.



For more information and to make a booking please contact your local AussieHost Training Provider, or visit www.aussie-host.com.au.

HOW WE CAN HELP YOU

AussieHost has a range of one day training courses that will work across your organisation, developed and refined for nearly two decades they address the specific needs of service business across all sectors. Courses are coordinated to provide progressive learning pathway in customer service and management of the customer service process.

We have a solid pedigree of providing training to enhance business and help improve their operations and foster success. We deliver service and communication skills training at every level from senior management to front of house, from customer relations to sales agents,

virtually anyone and everyone within service your organisation who has customer contact.

AussieHost Certified Training Providers deliver courses across Australia. Multiple delivery options are available. Courses can be public scheduled, on-demand or in-house with customisation possible to suit your needs. Some courses are aligned with national accreditation standards – please ask your local Training Provider.

AussieHosts network of qualified training professionals are ready to help, please contact your local Provider listed on our website.

www.aussie-host.com.au

Australia's Nationwide Customer Service Training Network, with a team of dedicated Training Professionals throughout Australia

FOR MORE INFORMATION AND TO MAKE A BOOKING CONTACT YOUR LOCAL TRAINING PROVIDER:

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