

Aussie Host

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AUSTRALIA'S SERVICE STANDARD

22 December 2009

AussieHost in Queensland

Issue 3

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Merry Christmas from the QTIC AussieHost Team!

 Merry Christmas from Gayle & Kim!

*Kim and Gayle would like to thank you all for your ongoing support of the AussieHost program.
We wish you a very Merry Christmas and a prosperous New Year!*

Queensland ATP Network Meeting

Thank you to all of the Trainers and Providers who attended the ATP Network Meeting in Brisbane last month. More than 20 representatives of the Queensland team were present, providing some great input and round table discussion about key issues.

Simon Nikoloff provided some clarification around the management structure of AussieHost nationally, as well as an update on their activities and priorities at a national level. Some of these key points are included in his latest *AussieHost Insider* newsletter.

QTIC provided some statistics on AussieHost activity within Queensland over the last 3 years as well as the current state of play for 09/10. A brief overview of QTIC's business plan for AussieHost was also provided. Download the [QTIC presentation](#). A brief summary of [funding](#) received by various organisations for AussieHost delivery was also provided.

The key action items for QTIC arising out of the meeting were:

- to establish **working groups for key target industry sectors** for the purpose of actively and strategically developing new business for our network of providers. The proposed sector groups to focus on for the remainder of this financial year are: local government, health & pharmaceutical, real estate, and tourism sub-sectors. Other sectors can be added in the second half of 2010.
- to establish an effective **post-workshop survey tool** to generate statistics showing business results following AussieHost training.

Please [register your interest](#) in being involved with either or both of these projects, as we would like to hit the ground running in the new year.

Customer Service Training - Why Bother?!



I am sure that all who attended the ATP meeting would agree that Dr David Solnet delivered a very inspiring presentation.

David has very kindly provided a PDF of his presentation slides for you all to access and review. If you would like a copy sent to you by email, please contact [Gayle Hughes](#).

Customer Service Pulse Survey - 2009

AussieHost are conducting an intensive customer service survey. To view a sample of the final results document that will be made available to you all, please visit the KiwiHost website to view their latest [survey results](#). As you will see, the results of this survey will provide the **updated customer service statistics** that we have all been wishing for.

Your assistance in spreading the word about this survey would be greatly appreciated, to ensure we get as many responses as possible. Please distribute the below information and links to your databases and contacts. Also, feel free to **do the survey yourself** - there is no conflict of interest.

Consumer & Business Survey - Help us to define what's important to Australians.

Have you had some great experiences of Customer Service in Australia? Or do you generally find the level of Customer Service in Australia to be frustrating?

We want to know about your Customer Service Experiences in Australia both Business to Business AND Business to Consumer. We want to know what areas you rate highly, what areas you rate poorly and we want to hear about some of your experiences of dealing with Australian businesses.

The survey will only take 5-10 minutes of your time and will help us to define what's important to Australians and is online until the end of January 2010. Results will be published on the [AussieHost website](#) in February 2010 and will provide very useful insights for your business!

Please send this link to your friends and colleagues!

[CLICK HERE](#) to start survey.

WIN! WIN! WIN!

Complete this survey & go in the draw to win 1 of 10 iPod Shuffles!

AussieHost Insider Newsletter

All AussieHost trainers and providers should have received the *AussieHost* Insider e-newsletter directly from Simon Nikoloff last week. If you did not receive this, please let me know and I will ensure that the national database is updated.

NEW AussieHost collateral

ATPs can now download some of the new marketing collateral directly from the AussieHost website - <http://www.aussie-host.com.au/>. A4 Flyers for the core AussieHost Customer Service Skills program are available, with customised versions for Retail and Tourism & Hospitality, as well as a Generic version. Flyers for the two new programs - Advanced Customer Service Skills and Professional Telephone Skills - should be available in the coming days. To access these downloads you will need to log on to the intranet. If you do not yet have your login details, please contact [Gayle Hughes](#).

Provider Network

QTIC has been working with our network of trainers and providers to transition them into the new AussieHost licensing structure. Since our last newsletter two more providers have now become certified AussieHost Training Providers (ATPs).

- Simpson Marketing
Trainers: Helen Simpson & Yvonne Coghlan
- Gladstone Training
Trainer: Lawrence Sant

There are still a couple of our newer providers that will not be due to renew under the new structure until their first anniversary date in early 2010. There are now a total of **27 AussieHost Training Providers** and **44 Certified Trainers** in the Queensland network!

Train the Trainer Program - refreshers & new trainers

Congratulations to the following trainers who have recently completed their refresher training to become re-certified as AussieHost Trainers: Col O'Brien, Frank Yarsley, Jeanette Jones, Neil Croker, Lawrence Sant and Helen Simpson.

We also welcome 5 new trainers to our Queensland AussieHost network:

- Keith Rogers, delivering for Blueprint Career Development
- Terry Chamberlain, delivering for Capricorn Tourism
- Sue Spence, delivering for One Step Further
- Yvonne Coghlan, delivering for Simpson Marketing
- June Collard

Welcome to the Queensland AussieHost network! We look forward to sharing your stories as you begin to deliver workshops.

The next Queensland Train the Trainer program for new and existing trainers is scheduled for Brisbane on **9 & 10 March 2010**. Trainers who are becoming newly accredited as AussieHost trainers are required to attend the full 2-day program. Existing trainers who are attending as a refresher are only required to attend the second day. However, they are welcome to sit in on the first day if they would like to. All AussieHost trainers are required to attend a refresher program on an annual basis to retain their certification.

ATP Forecasts

All Queensland ATPs are now required to submit an annual forecast sheet. This forecast document is between the AussieHost Training Provider (ATP) and QTIC. This simple one-page document is for planning and forecasting purposes only and is intended to provide some guidance for ATPs to consider their own business plans for AussieHost.

To get started on your forecasts download the [ATP Forecast Template](#)

AussieHost in the Media

Click on the links below to view recent articles that feature AussieHost in Queensland.

- [Gold status for clinics](#), *Blah Blah Blah* (Townsville Health Service)
- [Gold Award for Limestone](#), *Gladstone Observer*

If you see any articles in your local area, be sure to send them into QTIC.

AussieHost is now also profiled in the [Sustainability](#) section of Tourism Queensland's website.

AussieHost Activity

Queensland has experienced strong growth in AussieHost participation in 2009, with more than 50% more participants than in 2008.

2008: 632 participants

2009: 999 participants

Please send feedback, suggestions and articles for inclusion in the next AussieHost in Queensland newsletter to aussiehost@qtic.com.au

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