

QTIC AussieHost

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To: QTIC AussieHost
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AUSTRALIA'S SERVICE STANDARD

25 February 2010

AussieHost in Queensland

Issue 4

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QTIC working for you

Any workshops generated from QTIC's business development efforts will be directed straight back to our network of AussieHost Training Providers. In recent weeks QTIC have been actively working on the following:

- discussions with Local Government Association of Queensland
- AussieHost workshop for Brisbane visitor information centre volunteers plus generation of additional sales training
- discussions with various business organisations and retail precincts
- inclusion of AussieHost flyers and list of all Qld Providers included in conference packs at the Queensland Information Centre Association (QICA) Conference
- distribution of AussieHost flyers at the AIPF member networking evening
- distribution of AussieHost flyers at the Bed & Breakfast and Farmstay Queensland (BBFQ)

annual general meeting

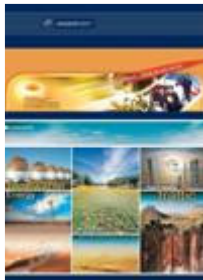
- promotion of AussieHost at Australian Timeshare and Holiday Ownership Council (ATHOC) event
- discussions with RSL Care for potential state-wide implementation

Train the Trainer Program - refreshers & new trainers

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.

[Click here](#) for more information or download the [Registration Form](#).

Customised Workbooks Now Available!



All ATPs are now able to order customised workbooks and certificates, either with your own branding or that of your client. Workbooks can be simply co-branded with a logo or have a specially designed cover incorporating your own imagery. You can even include a welcome letter from the company CEO or town Mayor etc. Click on the link below to see a PDF of this great example recently produced for the [Australian College of Outback Tourism](#).

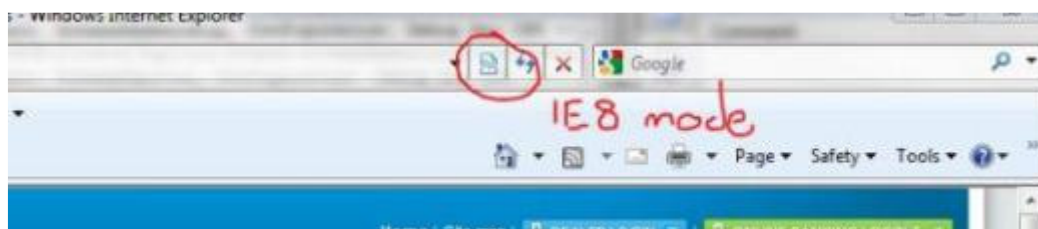
[ACOT Workbook Cover](#)

Click here to download the [Customised Program Order Form](#). This order form, as well as all other administration forms, should hopefully soon be available for download from the AussieHost intranet.

Corporate profiles now on Aussie-Host.com.au

All ATPs are now able to load their corporate profile onto the AussieHost website, as well as include a bio, contact details and photo of all of the AussieHost trainers on their team. This can all be done in the web admin system. Log in details have already been sent to all of you, but if you would like them sent to you again please just contact [Gayle](#). [Click here](#) to see how this information is displayed on the QTIC listing on the website.

If you are experiencing any problems trying to edit your details in the AussieHost web admin system - www.aussie-host.com.au/webadmin - you may just need to click the "Compatibility View Button" in your toolbar. That's the one that looks like a broken page, next to the refresh button in your address bar. If you don't see this button, right click in the toolbar area and make sure that "Compatibility View Button" is selected in the drop down menu that appears. Clicking on this button will force your browser to work in an older version of Internet Explorer (IE7).





NEW AussieHost course profiles

Course profiles for the 2 new programs - Advanced Customer Service Skills and Professional Telephone Skills - are now available on the [AussieHost website](#). Promotional flyers will be available for download from the intranet soon. The AussieHost national office will soon be announcing the process for leader training for these new programs.

Central West to be AussieHosts with the most

Central West Queensland will be a step closer to being the ultimate region for quality customer service as AussieHost workshops are rolled out across the region. Remote Area Planning and Development Board, in collaboration with the Australian College of Outback Tourism, will deliver the customer service workshops and are encouraging people to take advantage of subsidised spots available for a limited time.

RAPAD Chair, Cr Ed Warren said AussieHost is a nationally recognised customer service training program endorsed by the Australian Retailers Association and Queensland Tourism Industry Council, with the Mayors of the seven Local Governments of the Central West supporting its delivery.



Left to right: RAPAD General Manager David Arnold, Outback Aussie Tours' Brianna Joseph, ACOT Coordinator Kristine Arnold, Outback Aussie Tours operator Allan Smith and QTIC CEO Daniel Gschwind check out the new Central West AussieHost resources.

"RAPAD and ACOT have offered the AussieHost workshops in the past and identified them as a valuable tool in developing positive attitudes to service, improving the way people relate to customers, exceeding customer expectations and creating a first-class experience for their customers," Cr Warren said, "AussieHost offers workers involved in all areas of customer service the opportunity to refresh their skills and learn some new ones to improve their business."

"We would like to see the Central West known as THE region for excellent customer service" Cr Warren said.

"AussieHost has undergone some major changes, with the most significant seeing RAPAD, now an approved regional delivering organisation, as the first in Australia to co-brand course material. The Central West will now have resources and manuals with images and endorsement specifically for our area."

"We will also have local trainers thanks to funding from the Queensland Government which enabled the upskilling of four AussieHost trainers in the Central West."

"Businesses who have 90% of staff trained in the AussieHost program are able to register as a Gold AussieHost Business and display the decal, identifying to customers the high level of service offered," Cr Warren said.

Blackall-Tambo Regional Council is taking advantage of the training and by encouraging all businesses to participate hopes to become the first 'AussieHost Town'.



Another proud group of AussieHosts following their completion of the course in Longreach in November last year.

In-house workshops are also available, with Longreach-based tourism business Outback Aussie Tours leading the way, using the one day workshop as a team building exercise for the start of the season.

RAPAD has secured Queensland Government funding to provide 100 subsidised places in AussieHost workshops across Central West Queensland (14 in each local government area) at \$100/participant. Further workshops will be offered in 2010 at the RRP of \$295.

Dates secured for the workshops so far are: Barcaldine 18/02; Blackall 26/02; Jundah 04/03; Longreach 19/03; Tambo 22/03; Blackall 13/04; Boulia 28/04 with other locations and dates still to be negotiated.

New Queensland Provider



QTIC would like to wish AussieHost Trainer Greg Fellows a very warm welcome to Queensland! Through his business Dynamic Business & Training Solutions, Greg has been actively delivering the AussieHost program in the South Coast region of NSW for the last 12 months. Greg is very passionate about the AussieHost program and we are sure he will be an asset to our Queensland network of AussieHost Training Providers.

[Click here](#) to view Greg's AussieHost profile or visit the [Dynamic Business & Training Solutions](#) website

AussieHost in the Media

- [Tourism on Q](#) - newly accredited businesses
- [Tourism on Q](#) - customer service survey
- Tourism on Q - series of workshops being conducted by Australian College of Outback Tourism
- QTIC member newsletter - newly accredited businesses, link to website to find local Providers and course schedules
- [BrisEnews](#) - customer service survey
- Tourism Sunshine Coast member newsletter - newly accredited businesses
- Bed & Breakfast and Farmstay Qld (BBFQ) member newsletter - newly accredited businesses and customer service survey

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

AussieHost Activity

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

2009: 999 participants

2008: 632 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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