

## Aussie Host

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**From:** QTIC AussieHost [aussiehost@qtic.com.au]  
**Sent:** Thursday, 8 October 2009 11:58 AM  
**To:** Aussie Host  
**Subject:** AussieHost in Queensland - October 2009



08 October 2009

## AussieHost in Queensland

### Issue 2

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## Queensland ATP Network Meeting

QTIC invites all of our Queensland Training Providers and Accredited Trainers to attend an ATP Network Meeting in Brisbane on **Thursday, 26 November 2009**.

**Date:** Thursday, 26 November  
**Time:** 10:00 - 2:30  
**Venue:** [Cliftons Training Facilities](#), 288 Edward Street, Brisbane  
**Cost:** FREE

**Agenda\*:**

- 9.30 Registrations  
 10 - 11 AussieHost National - Simon Nikoloff  
 11 - 11:45 QTIC AussieHost - Kim Harrington  
 11:45 - 12 AIPF - Kerry Brocks  
 12 - 12:15 Tour of Cliftons facilities  
 12:15 - 1 Lunch  
 1 - 2:30 QTIC & ATP open forum

*\*Subject to change.*

**To register for the ATP Network Meeting, please complete and return the [Registration Form](#).**

For those of you that are due to do your refresher training to maintain your AussieHost trainer certification, a Train the Trainer workshop is being held on 24 & 25 November, followed by the ATP Network Meeting on the 26th.



**Room to Learn – Who in Australia has dedicated corporate training facilities available 24/7, nationally and internationally?**

Cliftons are Australasia's leading provider of training facilities, offering computer training, conference / seminar & video conferencing facilities. They have the facilities, the expertise and the experience to assist any organisation with their training requirements, having previously facilitated international software rollouts, road shows, technical training & conferences for Australia's leading organisations.

What makes Cliftons #1 in the marketplace, along with their high-class facilities, is their quality staff and their customer service attitude. They are focused on delivering an outcome that far exceeds client's expectations.

For more information contact:  
 Phil Johnston  
 State Sales Manager – Brisbane  
 T: 07 3231 0990  
 E: [Phil.Johnston@Cliftons.com](mailto:Phil.Johnston@Cliftons.com)  
 W: [www.cliftons.com](http://www.cliftons.com)

## NEW AussieHost website now live!



The all new AussieHost website - [www.aussie-host.com.au](http://www.aussie-host.com.au) - is now live! Jump on and take a look through the site now! This much-awaited website will form a key component of the national marketing tools to drive business to the network of Providers.

AussieHost will be expanding the website very quickly with more features and functionality. This will include an Intranet section where AussieHost Training Providers can login to manage their profile content and access additional marketing and support materials.

You will note that the Provider details currently on the site are basic listings only. Passwords will be issued soon so that you may logon to update the details yourselves. Your ATP profile will include your address, contact details, photograph, promotional copy and a schedule of course dates. To obtain your password, please contact [Gayle Hughes](#).

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## NEW AussieHost branding

So hot off the press that we haven't even had a chance to update our own email template yet, AussieHost have revealed the new livery for the AussieHost program.



A pivotal component of the branding is the new logo. Those of you familiar with KiwiHost will recognise the symbol element of the logo. This symbol reflects a diagram of the Dynamic Service Model. An excellent business sales tool based on this model will be available to ATPs in the coming months.

In addition to the logo, the new livery exhibits a crisp, clean and professional look and feel. This is reflected on the new website, workbooks, certificates, promotional flyers and all supporting collateral, all of which will be introduced over the coming months. Watch this space for more exciting AussieHost developments!

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## Provider Network

QTIC has been working with our network of trainers and providers to transition them into the new AussieHost licensing structure. We are very pleased with the positive response and are proud that the majority of our providers are now certified AussieHost Training Providers. 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.

- [Academy Hospitality Australia](#)  
*New Trainers: Sharon Ryan & Ginny Morris*
- [Barrier Reef Institute of TAFE](#)  
*Trainer: Stephen Smith*
- [Blueprint Career Development](#)  
*New Trainer: Keith Rogers*
- [Bundaberg Region Ltd](#)  
*Trainer: contract*
- [Business Solutions for IT](#)  
*Trainer: Frank Yarsley*
- [Capricorn Tourism & Development Organisation](#)  
*Trainer: contract*
- [Eumundi Markets](#)  
*Trainer: Peter Homan*
- [Fraser Coast South Burnett Tourism](#)  
*Trainer: Neil Croker*
- [Gladstone Area Promotion & Development Ltd](#)

*Trainer: contract*

- **[Gourmet HR](#)**  
*Trainer: Col O'Brien*
  - **[One Step Further](#)**  
*Trainer: Jo Smith*
  - **[Sunshine Coast Institute of TAFE](#)**  
*Trainers: Dean Bignall and Dale Wall*
  - **[Suzanne Noakes - Customer Service Training](#)** (formerly Pacific Asia Tourism)  
*Trainer: Suzanne Noakes*
  - **[Townsville Health Service District](#)**  
*Trainers: Veronica Letts, Joanne Gulson, Joanne Mitchell, Judith Sellen, Carol Stockham, Penny Thompson, Sue Toogood*
  - **[TRAC Consulting](#)**  
*Trainers: Jeanette Jones*
  - **[Tropical North Queensland Institute of TAFE](#)**  
*Trainer: Sarah-Jane Gourlay*
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## Train the Trainer Program - refreshers & new trainers

Our first batch of trainers have completed their refresher training in Brisbane on 29 & 30 September. Congratulations to Peter Homan, Suzanne Noakes and Jo Smith for completing their refresher.

Over the same dates we welcomed 3 new trainers to our network - **Sharon Ryan** and **Ginny Morris** who will both be delivering AussieHost for Academy Hospitality Australia; and **Ian Grace** who will be delivering for One Step Further. Welcome to the Queensland AussieHost network! We look forward to sharing your stories as you begin to deliver workshops.

There are a number of Train the Trainer programs for new and existing trainers scheduled in Queensland before the end of the year:

- Townsville - 29 & 30 October
- Longreach - 10 & 11 November
- Brisbane - 24 & 25 November

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.

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## 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](#)

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## 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 Services 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 Businesses 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 for all of October and November 2009. 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 50 petrol vouchers to the value of \$20.

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## **Business Development: Local Government**

QTIC are looking to target Local Governments throughout Queensland to drive AussieHost business for our network of Training Providers. As part of this, we would like to present some testimonials or case studies from Councils who have already engaged a number of their staff with the AussieHost program.

Some of our Providers have already delivered workshops for local government clients and have received some excellent feedback. It would be greatly appreciated if any of you could assist QTIC by either providing us with contact details of the key contacts at the Councils or contacting them directly yourself.

The information we are looking for includes:

- if customer service standards have risen following the AussieHost training
- if the AussieHost training has contributed to increasing customer satisfaction
- if the AussieHost training has contributed to improving staff performance and retention
- if other business improvements have been experienced that could be attributed – at least in part – to the AussieHost training, such as less resources spent 'fixing problems' or handling complaints, streamlined enquiry processing, prompt payments etc...

Thank you for your assistance with this project. We hope that QTIC's promotion of AussieHost within the Local Government sector will help to grow your AussieHost business in the future.

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## **Workshop Calendar**

QTIC promotes all AussieHost workshops on the events calendar on our website, as well as printed collateral distributed at various events. Be sure to let us know about all of your scheduled workshops so that we can direct enquiries to you.

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## Workshop Photos

If you have any photos showing the fun, colourful and interactive nature of your AussieHost workshops that QTIC could use in promoting the program, please send high resolution images to [Gayle Hughes](mailto:Gayle.Hughes@sunferries.com.au).

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## Workbook Clearance

Two of our AussieHost Providers who unfortunately have decided not to renew their certification have stocks of participant workbooks that they would like to onsell to other Providers. If you are interested in purchasing these workbooks, please negotiate directly with each contact.

- Julie Cook - 80 workbooks  
07 4726 0800  
[juliec@sunferries.com.au](mailto:juliec@sunferries.com.au)
  - Kellie Hourigan - 20 workbooks  
07 3221 6999  
[khourigan@qha.org.au](mailto:khourigan@qha.org.au)
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## AussieHost Activity

AussieHost is continuing to grow throughout Queensland. Here is a snapshot of the activity of our Queensland network of AussieHost Trainers & Providers for 2009 so far:

**72 Workshops**

**806 Participants**

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## Professional Development with AIPF



### Personality Compass Type Instrument (PCTI) Certification

This is a new, highly practical personality-type instrument that is easy to learn, easy to remember and easy to apply.

There are many personality-type instruments and models on the market today. What distinguishes the PCTI from these is its ease of application and effectiveness. Our certified consultants are saying that it is the most practical and most helpful personality diagnostic instrument they have used and their clients love it.

The two day practical PCTI Certification workshop will provide a toolkit for working with the PCTI in a range of situations including coaching, training, selection and team building. You will receive a Facilitator Guide and the know-how to deliver 'Personality Compass in Action' workshops that complement a variety of training interventions. Included in the cost of the certification are 10

free PCTI assessments valued at \$470 (+ GST).

Next Certification: 28 - 29 October 2009 (Brisbane)

Special rate for AussieHosters: \$1870 (+GST)

For more information go to <http://www.aipf.com.au/>

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**Please send feedback, suggestions and articles for inclusion in the next AussieHost in Queensland newsletter to [aussiehost@qtic.com.au](mailto:aussiehost@qtic.com.au)**

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