



AUSTRALIA'S
SYMBOL OF
QUALITY
SERVICE

FULL DAY PROGRAM

8.15am - Registration

8.30am - 4.30pm



A TQUAL program funded by



Australian Government
Department of Resources,
Energy and Tourism

Providing great customer service is good business.

AUSSIEHOST is Australia's premier Customer Service training program.

This nationally-recognised program is designed to upgrade the standards of service and hospitality provided to customers in any industry or business setting.

The full-day AussieHost training workshop covers:

- What is Quality Customer Service?
- The Importance of Workplace & Personal Presentation
- Excelling in Communication Skills
- Effective Telephone Communication
- Handling Customer Complaints and Dissatisfaction
- Who are Your Customers? How best to serve them.

Incorporate Australia's symbol of quality service excellence - AussieHost - in your business today.

TQUAL AussieHost Training Workshop

Date:

Friday 18th March 2011

Time:

8:15am - 4:30pm

Venue:

Tablelands - Eden House at Yungaburra

Cost:

- \$75.00* Per Person, including full day training, manual, tea/coffee and light lunch.

(Normal price \$150.00 subsidised by Advance Cairns TQUAL project).

RSVP:

By COB Monday 14th March, 2011

For bookings and more information on AussieHost, please phone Linda Richardson on 4080 2900 or email

linda@tasteparadise.com.au