QUEENSLAND TOURISM INDUSTRY COUNCIL
The Voice of Tourism

Bed & Breakfast and Farmstay Queensland

BBFQ AussieHost Workshop (2 afternoons)
Monday 2 June & Tuesday 3 June 2008
1.00 pm to 5.00 pm each day

Venue: Caloundra Power Boat Club, Woorim Park, The Esplanade, Golden Beach

AussieHost is typically a one-day customer service training program (*this particular program will be run on 2 half days to minimize people's days away from work)* that focuses on: What is customer service excellence; Workplace and professional presentation; Excelling in communication skills; Effective telephone communication; Handling customer complaints; Who are your customers and how best to serve them.

Name:_____

Company: _____

Address: _____

Telephone: _____ **Fax:** _____

Email: _____**Mobile:**_____

Workshop Fees (incl gst):
(Includes AussieHost Training Manual, certificate, pin and afternoon tea)

BBFQ and/or QTIC Members _____ participants @ $145pp

Sunshine Coast Tourism members _____ participants @ $185pp

Full registration fees _____ participants@ $195pp

Total fees payable: $_____

☐ Enclosed is a cheque to ***QUEENSLAND TOURISM INDUSTRYCOUNCIL*** for $_____

☐ Please debit my Bankcard, Mastercard, Visa, Amex, Diners
(Please circle & complete the details below)

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Expiry Date: /

☐ I have directly deposited my enrolment fee to QTIC's Bank Account

Date of Deposit: ____/____/____

Bank: Suncorp Metway
Account Name: Queensland Tourism Industry Council
BSB: 484-799
Account: 0423 77 489
Reference: Please Quote AH followed by your Surname when making a direct deposit

See website www.qtic.com.au for further details

To register: Complete the registration form and fax to **(07) 32364552** by **Monday 19th May 2008**.
OR Mail this form along with payment to QTIC, PO Box 13162, George Street, Brisbane QLD 4003.

Please note that participants are required to attend both afternoon sessions to receive their certificates and pins.

Payment: Payment must be received with registration to confirm your participation.

ABN 75 095 706 095
This document will be a Tax Invoice for GST when you make payment.

Cancellations: Made by the RSVP date will be fully refunded. Cancellations after this date will not be refunded, however alternate participants will be accepted.
Please note no refunds will be applicable for those participants who do not attend the full course over two afternoons.

For further enquiries please phone **(07) 3236 1445** and ask for Neoni Payne or Isabel Beckermann.

Please advise us of any dietary requirments that you may have for our catering on the day:

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