



“How a Dutchie became an AussieHost”

After winning the Caloundra Business Award in the category Hospitality Business of the Year recently the Caloundra Chamber offered me the opportunity to attend the nationally recognised customer service training program AussieHost.

The training focuses on interpersonal communications, customer relations and service. It builds personal, professional and community pride and inspires a greater commitment to providing better service.

The training provides tools to change and improve our **attitude** towards **customer service**. Better service is better business.

Mark Jones, director of TRAC Consulting and accredited AussieHost trainer, created an excellent ambiance in the group to discuss openly issues like personal presentation, the importance of communication, gave us tools to handle customer dissatisfaction and how to serve your customers best.

This intensive day helps you to “think outside the square” and stimulates the process of reviewing your own actions from a customer’s perspective.

I really recommend every one to spend one day of your busy schedule to attend this training. It benefits yourself, your business, but also improves the impression we give our visitors to Caloundra and beyond.

You don’t have to be an Aussie or succeed the Citizenship-test to become an AussieHost!

I would like to thank the Caloundra Chamber of Commerce and Industry and Caloundra City Enterprises in creating the opportunity to attend this training and the Power Boat Club for their hospitality.

Ellen te Riele

Proud Dutch-AussieHost and owner of **Currimundi Lakeside Bed & Breakfast**

For more information on the AussieHost training, visit the website www.qtic.com.au and select the AussieHost logo or contact TRAC Consulting on 07 5439 7999