

Snowy Enterprise Centre Facilities and Services

- Office Accommodation including:
 - reception
 - telephone answering
 - access to office equipment and technology
- Secretarial, secretariat and bookkeeping services
- Training and Meeting Room Hire
- Industry, Business & Economic Development Consultancy Service
- Modern Technology Equipment Hire

BEC Programs and Workshops

- Small Business New Start Program
- Small Business Planning Program
- Business Coaching Program
- Business Incubator Program
- Snowy-Monaro Small Business Growth Program
- AussieHost Customer Service Workshops
- Cooma-Monaro Growth Strategy Program



AussieHost Customer Service Workshop

Information Brochure



Snowy-Monaro BEC

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AussieHost Customer Service Program

AussieHost is based on an internationally recognised customer service program, that originated in British Columbia, Canada, as SuperHost.

SuperHost was established in 1985 to improve the quality of service in tourism business throughout the province, in the lead-up for the World Exposition in Vancouver in 1986.

They developed a customer service program that was extremely successful. It included a workshop built into a community-based promotion of customer service. SuperHost continued to run the workshops, and establish the program all over Canada.

Tourism British Columbia has licensed SuperHost to many international customers including:

- Australia (AussieHost)
- NewZealand (KiwiHost)
- England, Wales, Scotland & Northern Ireland (WelcomeHost)
- Singapore (SuperHost Singapore); Hong Kong (Honk Kong Wonder-Host); Thailand (SawasdeeHost); Malaysia (MalaysiaHost); and the Philippines (mabuhayHost).

AussieHost was originally established in Australia by the Australian Inbound Tourism Association in 1994. It was taken over by the Australian Retailers Association in 2001.

The Snowy-Monaro Business Enterprise Centre (BEC) established the local program in 1995 and has put over 1800 people through the workshops.



AussieHosts' mission is to create a new culture of service excellence in Australia, while contributing to every Australian's opportunity to achieve personal, professional and commercial significance.

2005 Snowy Hydro trainees, collecting their Graduation Certificates from trainer Katrin Hackney and BEC Manager John Mercer

The AussieHost Workshop is the initial one day workshop of the Program. After completion of the workshop, participants will receive a Graduation Certificate and AussieHost pin. The workshop includes:

- **Identifying the importance of good customer service**
 - * What is a customer
 - * Internal and external customers
 - * Good and poor service
 - * Benefits of good customer service
- **Understanding appropriate meet and greet manner**
- **Creating high standards of workplace and personal presentation**
 - * First impressions
 - * Contributions to positive image
 - * Image & personal presentation
- **Developing communication skills**
 - * The communication process
 - * How we communicate
 - * Barriers to effective communication
 - * Clear communication
 - * Effective listening
- **Creating good telephone communication**
 - * Impressions on the phone
 - * Phone tips
- **Handling customer complaints and dissatisfaction**
 - * Complaining customer characteristics
 - * Real costs of a complaining customer
 - * Benefits to resolving complaints
- **Increasing participants pride in providing service to customers and the community.**
 - * Local knowledge
 - * Knowing the Snowy-Monaro and Monaro
 - * Tourist attractions

Should you be interested in attending this workshop or sending your staff, contact Liz or Lynne on 6452 5392. Also ask about the Advanced Customer Service Workshop.