

TICT BUSINESS SUSTAINABILITY WORKSHOPS

Tourism Industry Council Tasmania (TICT), in partnership with The Skills Institute Tasmania, are pleased to announce a series of 5 must do business sustainability workshops designed specifically for smaller accredited tourism operators.

Funded through the State Government Skills Fund that aims to reduce skills shortages and increase productivity in Tasmania, these workshops focus on the core activities for business sustainability and cover the following critical areas for business success:

Eliminate or control business risk

- Workshop includes a business risk identification tool, and participation in the risk assessment process.

Strategies to access and retain labour

- Workshop covers the development of a workforce plan including contingency plans for owner/operator businesses.

Finance management and general principles of yield management

- Workshop covers basic financial management skill training, and identifying financial areas of a business that may need addressing.

Deliver and monitor quality customer service

- Workshop covers standards and plans to address key quality service issues and methods for monitoring and responding to feedback.

Monitor work operations

- Workshop covers monitoring and implementing standard operating procedures to ensure workflow efficiency.

These workshops will be limited to small groups (**maximum of 10 operators per workshop**) and will run for three hours and will include real life case studies and examples. Workshops will be held in Launceston and Hobart commencing May 28, 2013 and will run twice a year to enable all tourism accredited businesses the ability to participate.

Participants will receive a Certificate of Attainment upon successful completion of a workshop and an individual follow up visit from the trainer.

COST: \$45 per person, per workshop, including a light lunch.

Bookings and further information

Workshops are expected to fill quickly so for further information and to reserve your place now, register your details at your workshop(s) of choice at www.tict.com.au/business-sustainability-workshops.

We look forward to seeing you there!