

**W**ho else is saying where has 2011 gone? – What a year it was. It is hard to believe that we are already over half way through January.

We trust that everyone had a safe, happy and fruitful holiday period and that you are all looking forward to a thriving 2012. On behalf of us all at Club & Hospitality Training services we wish you a happy & prosperous New Year.

2012 has begun with exciting news that The government has extended their User Choice funding until 30<sup>th</sup> June 2012. User Choice Funding is the scheme where the Government will provide free training for your staff and in most cases pay your organisation an incentive of up to \$4000.00 for participating. In addition to this, all staff undertaking training will be Workcover and Payroll Tax exempt also.

This news represents fantastic opportunities for clubs wishing to up skill their staff, while protecting their bottom line and profit margin coming into the quieter months.

The benefits for your Club and staff are as follows:-

- Your staff are up skilled – allowing improved service for your members and customers.
- Improved staff productivity – resulting in increased profits.
- You maintain greater staff retention - by giving something back to employees you create greater job satisfaction, which allows you to reduce your costs in recruiting and training.
- Gain attractive incentives from the Government (approximately \$4000.00/per employee) in addition to Workcover and payroll tax exemptions – a great opportunity to improve the bottom line.

This offer is available to existing workers and new employees who are eligible under the scheme.

Courses available under this scheme:-

- Certificate III Hospitality.
- Certificate IV Hospitality.
- Certificate IV Frontline Management.

If you require further information or should you wish to discuss the benefits for your Club please contact Troy Aitken on 8290 2200 or [tairken@clubssa.com.au](mailto:tairken@clubssa.com.au)

Don't forget to book your Responsible Service of Alcohol and Gaming Courses for any new staff you may have employed during the busy season.

### **Club & Hospitality Training Services tip of the month:-**

Successful business is all about building healthy relationships - Healthy relationships with: **Our customers** – Friendly service – Remember regulars names and orders; **Our staff & colleagues** – Recognise and reward a job well done; **Our suppliers** – Communicate – Seek better prices and products; and **Our key stakeholders** – Recognise & acknowledge their on-going support.