

South Coast Region staff successful in Aussiehost course

TWENTY staff from CALM's South Coast Region have officially become Aussiehosts, after attending an internationally recognised training program designed for those in contact with customers.

In a ceremony at the Albany Tourist Bureau, Aussiehost certificates were presented by CALM Acting Director of Parks, Recreation, Planning and Tourism, Jim Sharp.

"The Aussiehost Training Program is particularly relevant to CALM. Both field and office staff are increasingly in touch with visitors (customers), as interest in national parks and reserves, whale

watching and wildflowers continues to grow at a fast pace," said CALM's South Coast Regional Manager John Watson.

"We'd been feeling the need to consolidate our skills in the area of customer relations for some time, and the Aussiehost training was just what we needed. This was confirmed by the enthusiastic response to the program by the staff who attended.

Training was organised through Kay Geldard Aussiehost Co-ordinator of the Albany Business Centre, and was conducted by accredited Aussiehost leader Peter Bonini. Peter is also a

lecturer in hospitality and manager of the Albany Collegiate Restaurant at the Great Southern Regional College of TAFE, where he practices what he preaches.

CALM's South Coast staff join almost 2000 other Western Australians who have completed the Aussiehost Training Program, including more than 150 from Albany, Denmark and Mount Barker.

The region's involvement in the Aussiehost program was organised before the department's new customised training program was made known, and in which it is hoped the region will take part in 1996.



Acting Director of Parks, Recreation, Planning and Tourism, Jim Sharp, Aussiehost Leader Peter Bonini, CALM South Coast Regional Manager, John Watson, Albany Business Centre's Aussiehost Co-ordinator Kay Geldard, and Regional Planning Officer Ian Herford at the Aussiehost presentation ceremony. Photo by Terry Passmore

