



# AMCA

## SERVICE LEADERSHIP 2010

### Crowne Plaza, Gold Coast



The AMCA National Course calendar has been unveiled - take a closer look [here!](#) The popular **Managing For Profit** course has already been filled; but the first cab off the rank is actually one of the **Service Leadership** courses.

The Service Industry has long been neglected with specific training for its industry; with some guys working their way up the ranks from **Technician** to a **Service Manager** role, with elements of their job description containing responsibilities they've never had to consider before!

The courses were only launched last year, and despite the overwhelmingly positive feedback, we still identified ways to make it even better for 2010!

One improvement was to hold the course in **Queensland** to make it more accessible to all States.

We have also made exciting changes to our **Finance** module in the Fundamentals course. It is easier to understand and foundational to the Strategic course utilising a competitive activity!

There has been significant change to the **Sales** module in the Strategic course as well.

Here is some information about the courses to ensure you send your key people along:

#### DATES

##### Service Leadership 1 - FUNDAMENTALS

**Presented:** Tuesday 4 May - Friday 7 May

**Enrol by:** Tuesday 30 March

##### Service Leadership 2 - STRATEGIC

**Presented:** Monday 6 Sept - Friday 10 Sept

**Enrol by:** Monday 26 July

#### VENUE

##### Crowne Plaza Surfers Paradise

2807 Gold Coast Highway, Surfers Paradise, QLD

#### COURSE CONTENT

##### Service Leadership 1 FUNDAMENTALS

- FUNDamental Accounting & Financials
- Customer Service
- Communication
- Introduction to the Role of a Service Leader
- Operations & Logistics
- Report Writing
- Presentation Skills

##### Service Leadership 2 STRATEGIC

- Sales & Marketing
- Advanced Accounting & Financials
- Sustainability
- Performance Management
- Effective People Skills
- Human Resources Management
- Strategic Planning

#### ACCOMODATION DISCOUNT

We have organised a discount for Participants to stay at the **Crowne Plaza** for only **\$150** per night per person (*includes Breakfast*).

However, to take advantage of this offer, you must book through **AMCA-NSW** ([emma@amcansw.com.au](mailto:emma@amcansw.com.au) or **02 9662 2033**).

#### AIRPORT TRANSFER

There are several options for transport from **Gold Coast/Coolangatta Airport** to the **Crowne Plaza**:

- Gold Coast Tourist Shuttle **\$18pp**
- Taxi *approx \$45*
- Pegasus Charters Stretch Limo **\$105**  
(...just in case!)

For **Private Transfer**, contact the Crowne Plaza Concierge on **(07) 5592 9980**

#### ENROLMENT FORM

[Click here!](#)

#### AMCA-QLD DINNER

**Graham MacKrill**, Director AMCA-QLD, has kindly offered to host a **Seafood Buffet Dinner** at the **Crowne Plaza Revolving Restaurant** on Wednesday 5 May and Thursday 9 September!

This is a great opportunity to relax and have a few laughs with some great food and views with new friends who share the same specific industry.

#### MORE INFORMATION?

- Contact your **local AMCA**
- **Martin Dennison** (02 9662 2033)
- Email [click here!](#)