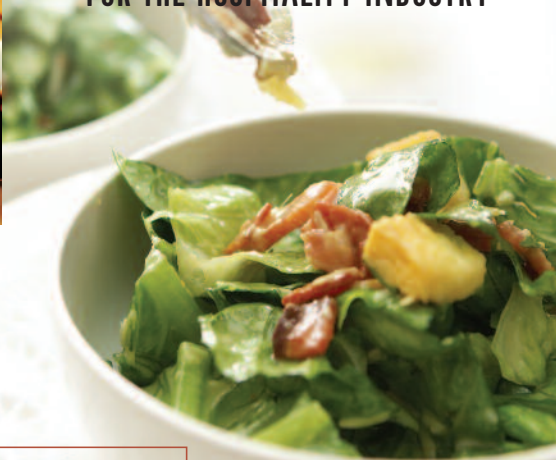


# Get the most out of your business!

WITH CHALLENGER INSTITUTE OF TECHNOLOGY'S **CUSTOMISED TRAINING**  
FOR THE HOSPITALITY INDUSTRY



**Challenger**  
Institute of Technology

**Quinlan's Hospitality & Tourism Training Centre**

Challenger Institute of Technology can provide creative, flexible and practical solutions to your training issues.

We are able to offer individualised courses to suit specific needs and both accredited or non-accredited training is available.

Examples of possible training include:

- Conflict management
- Customer complaint handling
- Dealing with difficult and aggressive clients
- Developing teams / working in teams
- Effective supervision and leadership
- Refresher skills

*\*Please note: Prices are based on number of participants and hours of training required.*

Following a meeting or telephone conversation with you, Challenger will devise an initial training program aimed at achieving your workforce improvement needs.

Programs can be conducted at Challenger premises or at the individuals/groups' workplace, providing it is suitable for training.

Delivery is flexible and can be conducted after hours or on weekends.

**Interested?** To discuss your requirements, please contact Stephne, Commercial Course Coordinator, on **9239 8295**, or email [stephne.ceicys@challenger.wa.edu.au](mailto:stephne.ceicys@challenger.wa.edu.au)

Visit our website:  
[www.quinlans.challenger.wa.edu.au](http://www.quinlans.challenger.wa.edu.au)