

Don't you wish your company could soar above its competition?

The AMCA Fundamental Service Leadership course gives your team the underpinning knowledge for leading in the service industry with 'best practice' concepts.

The course equips staff to lead with outstanding insight into customer service; to understand what drives costs and the critical factors impacting on profitability; to consider intelligent logistics around the use of available resources; to collaborate on writing clear and influential reports; and to become clear and dynamic communicators to the business.

Why Fundamental Service Leadership?

With courses typically focused on business principles and construction elements, there has been a need to make courses available for the specific needs of the service industry.

By covering the fundamental philosophies of service, then a consistent service culture, method, and knowledge are identified and adopted utilising identical tools.

The course then securely acts as a foundation for the participant to build a strong, reliable career in service by obtaining contextual qualifications to be highly regarded by the overall industry.

What is the best way to learn Fundamental Service Leadership?

Participants will explore practical 'hands-on' concepts, tools and techniques in service leadership through interactive discussions and experiential exercises. The experiences of both facilitators and participants will be drawn upon, supported by expertise in the mechanical industry.

Why the AMCA Fundamental Service Leadership course?

AMCA is the leading educational association for delivering programs that meet the real needs of the Industry.

AMCA is uniquely positioned to craft and structure this dynamic, custom developed program for our industry's current and future service professionals.

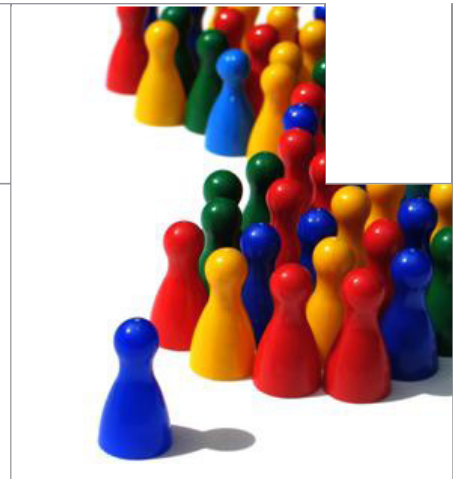
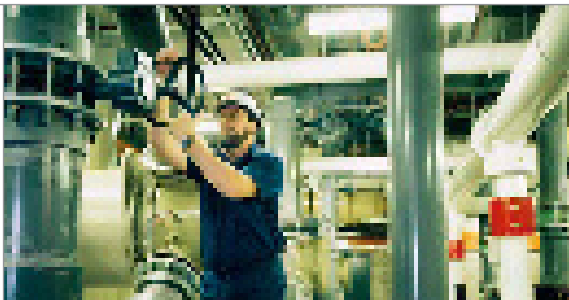
In addition, AMCA is committed to providing resources to ensure that the Fundamental Service Leadership course stays cutting edge in its content and fresh in its presentation.

Who should attend?

This course is designed for Service Managers, Team Leaders, Supervisors and Technicians who want to ground themselves in recognised and acceptable practices foundational to the service industry nationally. Whether as a refresher or for comprehending their new service role in an organisation, participants can sharpen their skills and understanding in good leadership, customer service, basic accounting, operations, report writing and presentation skills.

Why join with the Australian Institute of Management (AIM)?

The Australian Institute of Management (AIM) has successfully developed and delivered a number of Nationally Accredited programs for AMCA members, including Managing for Profit, Managing Finance and the AMCA Leadership Program. The Service Leadership courses delivered by AIM will ensure the same successful consistency found in AMCA courses, but with a flavour palatable and relevant to our specific service industry.



What will you learn?

The Fundamental Service Leadership program covers topics such as:

- Leadership vs Management
- Dealing with Difficult Situations and Clients
- Reading and Understanding Financial Statements
- Critical Factors impacting on Profitability
- Key Performance Indicators
- Representing your business in a Professional manner
- Visual Aids in Communication

What qualifications do I achieve?

The Fundamental Service Leadership course adds to the existing National Learning and Development Pathway for AMCA. Statements of Attainment will be issued upon the successful completion of this course. The outstanding competencies required for a Certificate IV in Frontline Management may be achieved through the RPL/RCC process.

Program Date

Tuesday 4th May 2010
Wednesday 5th May 2010
Thursday 6th May 2010
Friday 7th May 2010

Venue and Accommodation Details

The Fundamental Service Leadership course is being held at the Waratah Room, Crowne Plaza Hotel, 2807 Gold Coast Highway QLD

It is not a requirement of this course to 'live in' during the program.

However, if you require hotel information, please contact Martin Dennison at martin.dennison@amcansw.com.au

Dress Code: Smart Casual

Program Costs

The cost of the AMCA Fundamental Service Leadership course is \$1850 (plus GST) per person.

This includes course materials, morning & afternoon tea, and buffet lunch each day.

Accommodation is not included in this fee.

Please make your residential arrangements directly. For hotel information, contact martin.dennison@amcansw.com.au

Bookings

As this is a highly popular program, it is advised that you enrol as soon as possible.

Bookings can be made by completing the enclosed enrolment form.

Bookings will be confirmed in writing.

More information?

For more information, please contact the AMCA NSW Office:

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