

COURSE GUIDE



*Training a hospitality and tourism workforce
to deliver the Tasmanian experience*

vxt.org.au



WHO IS VXT

Visitor Experience Training (VXT) is a Tasmanian training organisation created with one purpose – to train a hospitality and tourism workforce to deliver the Tasmanian experience.

WHY WE'RE DIFFERENT

VXT is industry-led and outcome-focused. The Tasmanian Hospitality Association (THA) and the Tourism Industry Council Tasmania (TICT) are our shareholders, and we have the workforce development and training needs of our hospitality and tourism industries at the core of our program development.

WHY WE'RE HERE


We know how important skilled people are to hospitality and tourism success and how their warmth, passion and creativity shape our Tasmanian experience. We want to create a pipeline of skilled, talented, industry-ready people.



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 courses@vxt.org.au

 03 6387 7244

HOW VXT DOES TRAINING



Training programs are offered state-wide, encompassing regional areas, all year round, and are open for enrolment to individuals of all ages, as well as all types of tourism and hospitality businesses.



Businesses can opt to have a course held onsite at their venue at a time that is convenient to them. This course offering means less downtime for staff to attend and the focus is back on the business and systems.

CUSTOMISED TRAINING OPTIONS FOR BUSINESSES

At VXT, we understand that every business has unique training requirements. That's why we offer customised training options designed specifically for your operation and workforce.

- We source industry experts to design the training program
- We tailor the program to meet your specific needs and team
- We incorporate your company policies and practices into course delivery

To explore your training requirements and options, please contact our Industry & Business Manager via email at info@vxt.org.au or 0482 093 925.

Customised training solutions



Upon completion of the VXT course, participants will be awarded a certificate of completion. Participants can also download a copy of their certificate via the VXT online learning portal.



VXT TRAINERS

At VXT, we believe that the experience of our trainers is what sets us apart.

Our trainers have 20+ years of experience in the industry and are based across Tasmania.

Our trainers use real-world industry scenarios to help participants develop the skills and knowledge they need to manage different situations. By sharing their own experiences, our trainers give participants a unique perspective and show them how to apply their learning in practical ways.

At VXT, we understand that learning is not just about theory - it's about how you can apply that theory in real-life situations. That's why our trainers are committed to providing participants with hands-on experience and the tools they need to succeed in their careers.

OUR TEAM

The team at VXT are passionate about creating effective and engaging training solutions for the hospitality and tourism industries.



Emilie Donovan
Chief Executive
Officer



Christine Law
Training Quality
Manager



Katrina Cohen
Business &
Operations Manager



Alicia Perry
Industry & Business
Growth Manager



Lauren Saunders
Communications &
Marketing Manager



Teegan Van Peelen
Administrator
Training & Business

THE TASMANIAN EXPERIENCE

RESOLVING CONFLICT WITH CUSTOMERS

An important skill set to equip staff with is the ability to proficiently handle and resolve customer complaints and conflicts. This training course focuses on developing knowledge and skills for effective conflict resolution with customers or staff. During the course, participants will learn effective communication techniques and practice using conflict resolution models.



4 HOURS



SCHEDULED DATES



ONSITE AT YOUR VENUE



CERTIFICATE ISSUED



SCAN FOR COURSE INFO

DELIVERING EXCELLENCE – THE TASMANIAN SERVICE EXPERIENCE

Designed to equip you with the skills and knowledge to provide memorable customer experiences consistently. The topics covered include effective communication for delivering exceptional service, thinking-on-your-feet, skills for problem-solving, and cultural awareness, all of which are focused on enhancing the Tasmanian Visitor Experience



4 HOURS



SCHEDULED DATES



ONSITE AT YOUR VENUE



CERTIFICATE ISSUED



SCAN FOR COURSE INFO

Outstanding service experience





BARISTA

Baristas hold an essential role in our society by creating delightful espresso coffee and providing exceptional customer service. At VXT, our experienced trainers offer real-world scenarios to teach you how to deliver the ultimate coffee experience. Our courses range from entry-level for those just starting out, to professional development for experienced baristas seeking to enhance their skills and expertise. Need a customised solution? Contact us at info@vxt.org.au or phone 03 6387 7244.

COFFEE BASICS

For: Existing Staff with no prior coffee experience

Equip your team with the fundamental skills necessary to make espresso coffee. Our training provides instruction on techniques that ensure speed, efficiency, quality, and minimal waste in your coffee-making processes.



3.5 HOURS



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YOUR VENUE



CERTIFICATE
ISSUED



SCAN FOR
COURSE INFO

BARISTA REFRESHER

For: Existing staff to enhance quality and consistency

Designed for experienced baristas, offering an opportunity to enhance the knowledge and skills of a barista team. Our experts will work with the team to refine techniques, efficiency and consistency within the business operations.



2 HOURS



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INTRODUCTION TO BARISTA SKILLS

For: Individuals entering the industry

An entry-level course designed to teach the practical skills and knowledge to make the perfect cup of coffee. The course covers topics such as selecting and grind coffee beans, how to use coffee machines, making a variety of different beverages. Gain the skills to start your career as a Barista.



1 DAY



SCHEDULED
DATES



CERTIFICATE
ISSUED



SCAN FOR
COURSE INFO

The ultimate coffee experience

"The Barista Skills training was fantastic. My team learnt a lot from this experience and they have gained confidence in coffee making! The VXT trainer was wonderful and kept the team engaged which isn't always easy. I highly recommend this training to anyone!"

River Mouth Café, Scamander
INTRO TO BARISTA SKILLS COURSE





FOOD & BEVERAGE

Having an experienced food and beverage attendant can make all the difference in transforming a situation into a positive one. At VXT, we believe in the fundamental principles of food and beverage service, and we strive to provide the ultimate customer experience. Our expert trainers offer practical, real-world experience, catering to both entry-level and professional development courses. If you require a customised solution, please contact us at info@vxt.org.au or call us on 03 6387 7244.

INTRODUCTION TO FOOD & BEVERAGE SERVICE

For: Individuals entering the industry

An entry-level course designed to teach food and beverage attendants the practical skills and knowledge to deliver excellent service. The course covers topics such as preparing for service, providing table service, clearing meals and beverages, effective communication, personal presentation, and emphasises the importance of delivering a unique Tasmanian experience.



2 DAYS



SCHEDULED DATES



CERTIFICATE ISSUED



SCAN FOR COURSE INFO

INTRODUCTION TO CAFE SERVICE

For: Individuals entering the industry

An entry-level course designed to teach the essential knowledge and skills to work effectively in a café team. The course covers topics such as personal presentation, customer service, communication, customer ordering, serving food and drinks, and cashier operations. Participants will gain essential knowledge and skills to work effectively in a café team and provide excellent customer experiences.



1 DAY



SCHEDULED DATES




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FRONT OF HOUSE EXCELLENCE

For: Existing staff to enhance service and efficiency

Designed to enhance the skills and knowledge of your front of house team by covering crucial topics such as preparing the restaurant for service, providing exceptional customer service, effectively managing customer enquiries and complaints, and executing end-of-shift duties with the appropriate skills and knowledge.



Enhancing the experience



"Just wanted to say thank you for bringing your short courses to Dorset! We had lots of really positive feedback and the VXT Trainer was simply fabulous to work with. I look forward to working with you again."

Narelle, Scottsdale High School



TRAINING IN FOCUS

VXT is meeting an industry demand with customised onsite training solutions for your business. In late 2022, VXT provided a Front of House program to the team at Waterfront Accommodation Wynyard, which was tailored to their needs. The Owner and Manager, Cyndia, expressed satisfaction with the in-house training's simplicity.

WATERFRONT ACCOMMODATION WYNYARD

Cyndia, Owner and Manager

We had recruited junior staff and some were very green to the industry, which was needed to help us prepare for the busy season ahead. My need was to provide some efficiency training in F&B operations, as well as just the run-of-the-mill basic F&B service training.

I first asked the VXT team if there were any courses running in Burnie we could tap into, and to my delight, they offered to do the training onsite as I had a few people wanting to participate. The trainer did an excellent job. He was engaging, knowledgeable and my staff seemed quite interested.


I felt the training represented great value for us. Most of all, I was pleased to see some of the staff trying out some of the efficiencies they had learned, such as correct plate carrying and clearing. The other participants who trained with us were recruited by another operator shortly following the training, so all participants in this course are gainfully employed.

I found the VXT team to be easy to deal with, responsive, and happy to accommodate and shape training to my needs. I would have no hesitation in recommending VXT for other organisations in the industry to use for prompt, efficient and easy access for training their teams.

Need a solution for your Business?

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HOUSEKEEPING

INTRODUCTION TO HOUSEKEEPING

For: Individuals entering the industry

An entry-level course designed to provide the knowledge and skills required for a room attendant or housekeeper to deliver a memorable guest experience. The course covers topics such as appropriate use of cleaning agents and equipment, preparing rooms for guests, personal presentation, and providing a memorable guest experience.



2 DAYS



SCHEDULED
DATES



CERTIFICATE
ISSUED



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COURSE INFO

BAR OPERATIONS

INTRODUCTION TO BAR OPERATIONS

For: Individuals with an RSA entering the industry

With your existing Responsible Serving of Alcohol (RSA) certification, it's time to enhance your expertise in bar operations. Designed to teach you everything you need to know, from the theoretical to the practical aspects of running a bar. You will learn how to prepare garnishes, polish glasses, manage start-up and end-of-shift operations, and prioritise safety and environmental concerns.



1 DAY



SCHEDULED
DATES



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Memorable guest experience



"As a result of meeting the participants who attended the training, we have invited one to do a shift today. I think she has good potential for working in this environment."

Karen, Penghana Bed & Breakfast
INTRODUCTION TO HOUSEKEEPING COURSE



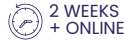
COOKERY AND KITCHEN

If you're passionate about cooking and eager to advance your expertise, look no further. Our Classic Cookery course and Knife Handling Skills program are perfect for enhancing your culinary abilities and expanding your skill set. These courses are valuable resources to add to your culinary toolkit.

CLASSIC COOKERY

For: Entry level cook positions or entering the industry

Designed for cooking enthusiasts, particularly those seeking an entry-level cook position. The course prepares participants to cook in various commercial kitchens, including cafeterias, kiosks, cafés, pubs, function caterers, and small restaurants, by providing them with the necessary skills and knowledge. Our training involves both online and hands-on practical learning.



2 WEEKS
+ ONLINE



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DATES



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KNIFE HANDLING SKILLS

For: Anyone wanting to enhance their knife skills

Designed to provide knife knowledge and elevate quality practical skills. Key topics covered include knife anatomy, proper techniques for holding, sharpening, and cleaning a knife, filleting, and safety measures.



4 HOURS



SCHEDULED
DATES



ONSITE AT
YOUR VENUE

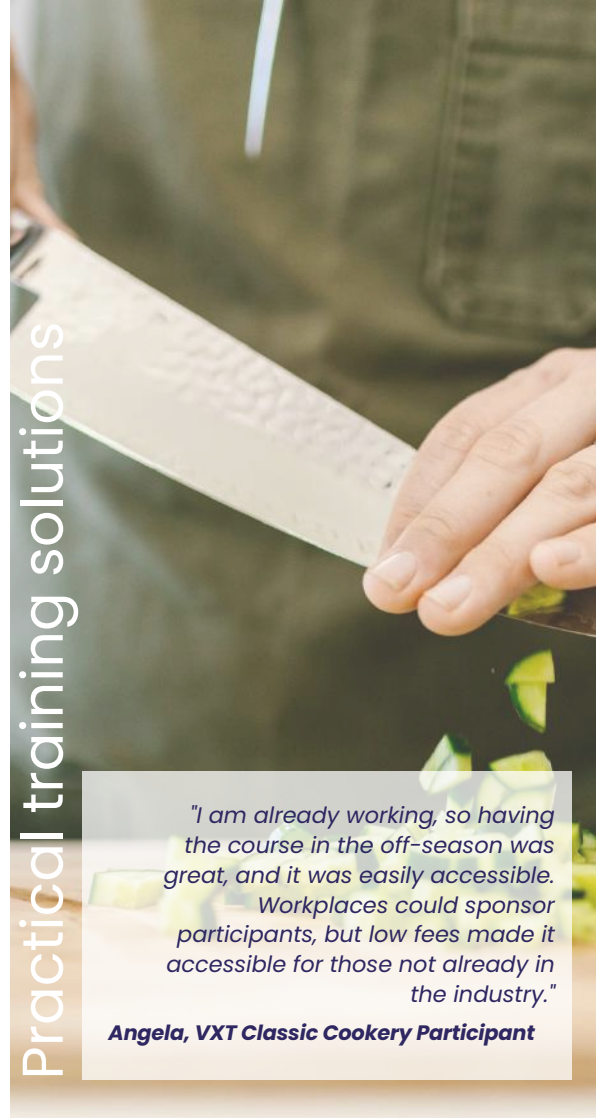


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Practical training solutions



"I am already working, so having the course in the off-season was great, and it was easily accessible.

Workplaces could sponsor participants, but low fees made it accessible for those not already in the industry."

Angela, VXT Classic Cookery Participant



MANAGEMENT & LEADERSHIP

Management and leadership in hospitality can involve various levels of responsibility, ranging from overseeing a small group of employees to managing an entire establishment. Whether you're just starting out or looking to enhance your skills, VXT can help you develop the tools you need to succeed in these positions. Need a customised solution? Contact us at info@vxt.org.au or phone 03 6387 7244.

JOB SKILLS COACHING AND DEVELOPMENT

For: Existing staff

Designed for those who conduct business inductions and those who train newly hired or existing employees. In this course, you will learn how to use workplace coaching skills and knowledge to effectively train and develop others on the job. After completion, you will have a process and model to prepare and deliver engaging training sessions that upskill and develop staff in all areas of the business.



4 HOURS



SCHEDULED
DATES



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DEVELOPING NEW TEAM LEADERS AND SUPERVISORS

For: New leaders and supervisors

Designed to provide participants with the confidence and insights they need to be successful in their new roles. The program will focus on developing the critical skills required to be an effective and supportive leader in the workplace. Key areas of focus include identifying essential behaviours and motivators that can enhance supervisory approaches. Additionally, diversity will be emphasised as a crucial factor in creating an inclusive, productive, and supportive workplace culture.



1 DAY



SCHEDULED
DATES



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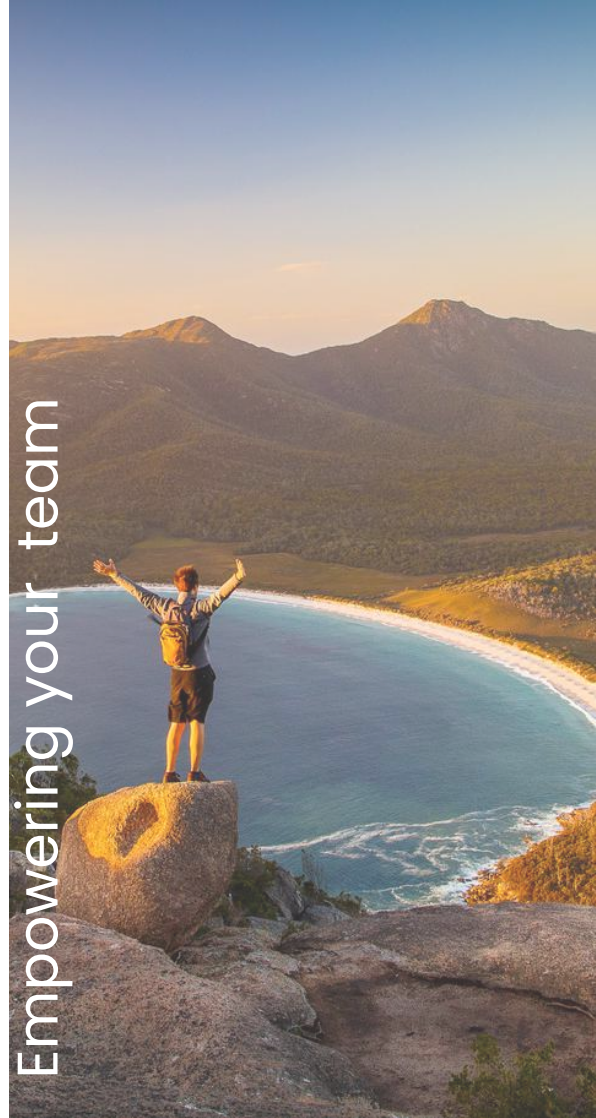
LEADERSHIP DEVELOPMENT PROGRAM

For: Existing leadership and management teams

Designed for supervisors, team leaders, and managers who aim to improve their people management skills and expand their knowledge. The program equips participants with the necessary tools and techniques to manage their teams effectively, attain high-quality results, and inspire and motivate team members. The training also provides valuable opportunities for participants to practice and refine their communication and management skills by analyzing real-life scenarios and personal experiences. Don't let this chance slip away to elevate your leadership skills to the next level!



Empowering your team





COURSE ENROLMENTS

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CUSTOMISED TRAINING OPTIONS

info@vxt.org.au | 0482 093 925

OFFICE LOCATION

22 Brisbane Street, Launceston TAS 7250



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