



What is Frontline Kiwi?

Our industries are buoyant and expanding, but the labour market is tight. Finding enough top class people to recruit is tough. Perhaps we can find people but they're not a perfect fit and need some training right away? Maybe we need to look to our existing staff and raise their game? Certainly we don't want to lose our best people, and developing them for promotion or advancement will not only improve their performance but might help keep them on board for longer.

Frontline Kiwi is a range of short, sharp training programmes aimed at lifting the performance of frontline staff in the travel and tourism industries.

What's included?

What are the key skills in the front line? Service, service, service! Yes, products and prices play their part in buying decisions and repeat business. But there's only limited room to vary these in order to attract more customers to our companies. It's the customers' experience of dealing with us that holds the key to competitive advantage. We need to differentiate by being consistently excellent. And that means all our staff. All of the time.

These one and two day training programmes are focused on winning and keeping customers by achieving service excellence in all our customer interactions – our 'moments of truth.' Of course this includes internal customer interactions, since these have a knock on effect with our external customers' experience.

Who are Frontline Kiwi courses for?

The courses are for frontline staff, and their managers/supervisors. After all, managers have a major effect on how frontline staff perform.

Courses for Frontline staff:

- Customer Service Excellence
- Selling and Negotiation Skills
- Organisation and Time Management
- Persuasive Business Writing

Courses for Managers/Supervisors

- People Management
- Leadership Excellence
- Recruitment, Selection, Induction, Employment
- Finance for non-financial Managers



Who provides Frontline Kiwi courses?

Frontline Kiwi courses are organized and delivered by experienced industry professionals – experts in their field and experienced training facilitators working with the International Travel College of New Zealand.

This is a College with an outstanding reputation as the premium quality supplier of training courses for the airline, travel and tourism industries. Well established in its field, and known for its quality and excellence, ITC is a multiple New Zealand Tourism Award Winner and ISO accredited, training 500+ students each year in ATTTTO and IATA qualifications. 85% of students enter the travel, tourism and airline industries after graduation.

But these numbers, and those graduating from other Colleges, are not enough to meet industry needs for trained and qualified recruits. Nor is the level of post-employment skill building sufficient to deliver leading-edge service to customers. ITC is using its facilities and experienced trainers to offer the 'Frontline Kiwi' series of short industry-specific courses. They can be held at ITC premises in Auckland city, or, if you've a group of people to attend, ITC will come to you.

Consultancy Services from Frontline Kiwi

Frontline Kiwis can design and deliver training and development programmes that are tailor-made for your organization, from people-performance through to technical skills such as Galileo or fares and ticketing.

What next?

Contact Frontline Kiwi at the International Travel College on [09] 373 5510 for course information and programme outlines. Programme outlines are also available at our website www.itc.co.nz. For further information contact the ITC Industry Sales Executive, Ceri Jenkins, at ceri@itc.co.nz