

# NEW

# Training Products

## Items

Prices (include GST)

### Hospitality Core Units Text Book

\$33.00 plus freight.

### Training Resources

#### Powerpoint Presentations

THHCO01A Hospitality Industry Knowledge	\$55.00
THHCOR01A Working with Customers and Colleagues	\$55.00
THHCOR02A Hospitality as a Socially Diverse Environment	\$55.00
THHCOR03A Hospitality Health, Safety and Security Procedures	\$55.00
THHGHS01A Workplace Hygiene	\$55.00

#### Overhead Presentations

THHCO01A Hospitality Industry Knowledge (20 slides in set)	\$45.00 B&W \$89.50 colour
THHCOR01A Working with Customers and Colleagues (33 slides in set)	\$69.00 B&W \$137.50 colour
THHCOR02A Hospitality as a Socially Diverse Environment (13 slides in set)	\$31.00 B&W \$57.50 colour
THHCOR03A Hospitality Health, Safety and Security Procedures (21 slides in set)	\$46.00 B&W \$89.50 colour
THHGHS01A Workplace Hygiene (21 slides in set)	\$46.00 B&W \$89.50 colour

#### ◆ Picture Scenarios

▪ Restaurant Service	\$38.00 set of 6
▪ Housekeeping	\$38.00 set of 6
▪ Dealing with people from another culture	\$38.00 set of 6
▪ Gaming	\$38.00 set of 6
▪ Bar Service	\$38.00 set of 6
▪ Customer Service	\$38.00 set of 6

#### ◆ Training Games

▪ Occupational Health & Safety	\$46.00
▪ Hygiene	\$46.00
▪ Customer Service	\$31.00
Extra Game Boards	\$16.00
Extra Game Cards	\$23.00 (set of 40)



#### ◆ Article Activities

▪ Human Resource Management	\$20.00 set of 4
▪ Conflict Resolution	\$20.00 set of 4
▪ Customer Service	\$20.00 set of 4
▪ Responsible Conduct of Gambling	\$20.00 set of 4
▪ Responsible Service of Alcohol	\$20.00 set of 4
▪ Travel Industry	\$20.00 set of 4

09/2001

HRT Solutions Pty Ltd  
Human Resource & Training Solutions  
121 Cressy Road, East Ryde 2113  
Office 9887 2881 Fax 98895215 Email jenchip@spin.net.au

- Hospitality Industry
- Smoking
- Industrial Relations

**\$20.00 set of 4**  
**\$20.00 set of 4**  
**\$20.00 set of 4**

◆ **Wall Charts \$20.00 each**

- Customer Service Skills
- Interpersonal Skills
- Communication Skills
- Team Work Skills
- Complaint Handling Skills
- Conflict Resolution
- Proactive Customer Service Skills
- OH&S Hazards
- Bacteria



- Food Poisoning

◆ **Cue Cards**

- Discussion Cards
- Scenario Cards
- Role-Play Cards

**\$25.00 set of 4**  
**\$25.00 set of 4**  
**\$25.00 set of 4**

◆ **Training Session Plans \$38.50 each**

- THHCO01A Hospitality Industry Knowledge
- THHCOR01A Working with Customers and Colleagues
- THHCOR02A Hospitality as a Socially Diverse Environment
- THHCOR03A Hospitality Health, Safety and Security Procedures
- THHGHS01A Workplace Hygiene

