

May / June 2005

## **We're taking on a new look! Welcome to our new edition.**

*The secret of happiness is not doing what one likes to do, but liking what one has to do.*

Targett Retail Training is growing. To celebrate our growth we're taking on a new look! It starts with the launch of our new website and we also bring you our new look publication. We look forward to sharing some exciting announcements with you in the months ahead. Meanwhile, you can keep in touch via our website.

This publication is targeted at keeping you In Touch. In Touch with the retail world, in touch with the latest techniques in developing your staff, and in touch with our very special training options and packages. It's too hard doing it by yourself, so fortunately there are alternatives.

In this edition you meet some of our team members. We also have all the details regarding staff training and the Australian Government funding initiative.

Next month, look out for details on pre-Christmas training packages. We're getting in early this year to ensure your business offers a fully trained team well before the silly season.

Enjoy the read.

*We are focused on your success.*

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WEBSITE: [www.targetttraining.com.au](http://www.targetttraining.com.au)

For an e-version of this newsletter, simply contact us at [info@targetttraining.com.au](mailto:info@targetttraining.com.au)

Wishing you successful trading.



Louise Targett

## **A look behind the scenes. Introducing our team...**

*Do not fear going forward slowly, fear only to stand still.*

Training is a very personal business and therefore we think you should meet our team.

**Cameron Syrett.** Cameron works in our office and is especially focused on contacting you over the telephone, keeping you up to date with our packages, and making appointments so that we can visit and provide you with more details.



**Nigel Mason.** Nigel spends his days meeting and learning about your business needs. He will explain the most effective ways of growing your business through your best asset: your staff. You can contact Nigel direct on 0431-604171.



**Louise Targett.** You may have met Louise as a hands-on trainer, program manager or have spoken with her over the phone. Call Louise for expert retail knowledge.



Next edition...we'll be introducing you to more of our team members.

## Who are we?

*The secret of happiness is not doing what one likes to do, but liking what one has to do.*

Targett Retail Training is a privately owned training organisation based in Sydney. Established in 1999, we specialise in both customised packages and Australian recognised qualifications in retail and business management.

We are proud of our untarnished reputation in the Australian marketplace and offer a 100% money-back guarantee on our service.

### So what makes us different to the rest?

Retail is our specialty. We have the most qualified, knowledgeable and powerful retail trainers working with us. We handle everything from one-on-one coaching, to group training, to business audits and customer service assessments. We undergo a rigorous matching process, matching your staff development needs with the most experienced trainer for the job. We also like to track the results of your staff development program. By combining the learning outcomes to your KPI's, we are able to see the real growth.

This works two-fold. You achieve your goals and we build long term relationships with you and your team members. A win-win situation! The retail environment is ever changing...it is imperative you keep up to date with the changes.

## Would you like the Australian Government to pay for your training?

*Do not fear going forward slowly, fear only to stand still.*

Did you know the Australian Government is providing funding for retail and business qualifications? This means your staff can be coached and assessed by competent trainers, and receive an Australian recognised qualification. You, as the employer, receive funding for each staff member you sign up for the program. The incentive increases as the staff member progresses from one level to the next.

For example, gather just 10 staff members from your workplace and sign them up for a Certificate III level qualification. You will then be eligible to receive \$44,000 in two instalments if all team members complete the training! Traineeships are 12 months and 24 months in duration depending on the qualifications that are most appropriate for your needs.

### What qualifications do we offer under this arrangement?

- ✓ Cert III Retail Supervision and Cert IV Retail Mgmt
- ✓ Cert III and IV Frontline Management
- ✓ Cert III Business (Sales)
- ✓ Cert II, III and IV Business
- ✓ Cert IV Business (HR and Small Business Mgmt)

Contact us for more details about the qualifying checklist...it's too lucrative an offer to refuse.

Have you seen our new look website? Checkout [www.targetttraining.com.au](http://www.targetttraining.com.au) for some fresh inspiration and offers. This month's special offer: 20 Mystery Shopper surveys free with your booking of 5 workshops in a series. **That's a \$1000 saving, and all for \$6,600** inclusive of workbooks, training, certificates of completion, 20 mystery shopper reports and summary tables.