



BLACKBOARD *Creative*

TRAINING • CONSULTANCY • MARKETING

PRODUCT & SERVICE CATALOGUE 2017

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CONTENTS

04 Hospitality Consultancy

05 Venue Solutions

06 ATM

TRAINING

07 RMLV

08 Diploma of Hospitality

09 Responsible Service of Alcohol

09 Food Safety Supervisor

09 Responsible Service of Gaming

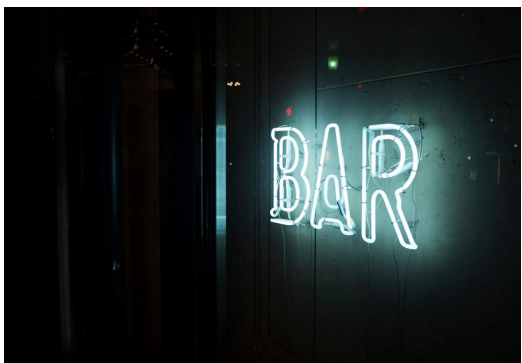
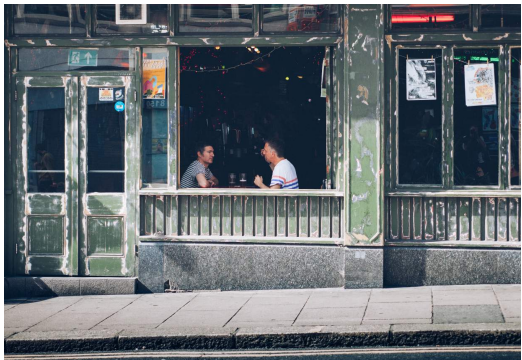
WORKSHOPS

10 1 day skilled bar workshop

11 3 day intensive manager workshop

12 Web Development





CONSULTANCY



The Essence of Success...

Unique properties demand unique business solutions. We bring our extensive experience in the field of Hospitality to consult and assist you in the creation of your venue to ensure you are prepared for success!

SERVICES

LICENSING & COMPLIANCE:

We will guide your venue to ensure you have the appropriate and correct licensing in place, we do applications on your behalf and keep you up to date with new trends, laws and guidelines.

UNIQUE VALUE PROPOSITION:

What is your Unique Value Proposition? What are your competitors doing? What is your target market? How can we market your venue to your market? How can we attract customers to your venue!

MENU & BAR CREATION

With our connections in the food and beverage industry we can create the hottest new menu in town! We can also assist you in pricing your food and beverage items to ensure great margins for your business.

CREATIVES:

We're Creatives! We love unique brands, design and concepts which will blow your customers away!

We can assist you with creating a brand which will provide you a competitive edge over your competition.



VENUE SOLUTIONS

PRODUCTS FOR A SMARTER VENUE



Blackboard Creative have an invested interest in venue solution equipment operating at 100% efficiency and effectiveness at all times. Our attention to detail and ongoing access to on-ground service agents has allowed Blackboard Creative In partnerships with Venue Smart to become the largest distribution network of ATMs, breath-testing equipment and many other products in Australia.

Venue Smart originally began as a wall-mounted breath-testing machine distribution network and were quickly asked by our venues to provide additional services. Now we have the facilities to provide you a range of venue solutions.

With 40+ regional representatives in Australia, New Zealand and the USA you can contact us now to book a free no-obligation consultation with one of our experts.

WALL BREATHALYSER DELUX (LCD)

The BnG-2000 is the most reliable wall-mounted breath-testing unit in the industry. This machine's design and technology is what make it so reliable and robust. Our members have placed and currently service over 750 machines across Australia and New Zealand making it one of the most common machines in the industry.

INTEGRATED SECURITY SOLUTIONS

Protecting your people and assets is a necessary and important part of every business owners risk management plan. The benefits of an integrated security solution not only acts as a major deterrent to thieves and violent assaults but can assist in lowering insurance premiums and covering your obligations to the workplace health and safety of you and your staff.

EFTPOS TERMINAL

Thousands of businesses every month are choosing to be merchant fee free. You can too! Sound too good to be true? With Bank Fee Free you can neutralize your terminal rental and bank fees by passing a negligible surcharge on to your customers. Bank Fee Free is Australia's only automatic third party surcharge terminal. You do not have to rely on staff to accurately calculate the surcharge amount and you do not have to worry about the ATO knocking on your door.

IN PARTNERSHIP WITH



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ATM ARGO 12



The Triton Argo 12 ATM is the terminal of choice for our valued customers. All terminals are available in single or twin cassette configuration (one or two note denominations). Each machine is installed and serviced by our trained technicians free-of-charge. This revolutionary solution enables you to cash your very own machine with no delays or out of service issues.

ADVANTAGES

- Keeping customers onsite and within your venue
- Patrons pay to electronically transfer cash from onsite to your bank
- Increase your profit margin
- Provide your patrons with expected services
- Compete with similar venues that already operate an ATM service.
- **The benefits of using Cash n Go products:**
- Self-cash (money deposited back into your account on the same day)
- Receive money from the first transaction
- 24/7 Support Services
- Local and efficient support

Blow and Go Pty Ltd t/a Venue Smart service over 2000 venues across Australia and New Zealand for products and services. The Venue Smart ATM Network was started to purely fill the needs of industry clients that have voiced their frustrations and dissatisfaction with self-interest multinational companies. Venue Smart have a reputation for service quality and a 'family' of over 52 individual distributors (82 members) across Australia. Venue Smart's business approach delivers excellence in after sales services coupled with a personal touch by a local owner. Alternatively inquire about purchasing your very own ATM whilst still benefiting from our backup and support!



TRAINING & DEVELOPMENT



RESPONSIBLE MANAGER LICENSED VENUE (RMLV)

"From the 1st January 2009, it is now mandatory for individual licensees and/or approved managers to undertake the Responsible Management of Licensed Venues course.

Blackboard Creative has a partnership with RAM Training services RTO #31701 RAM training services is the training provider for this course which is provided on the Gold Coast, Brisbane & the Sunshine Coast. We can also deliver at your premises for group bookings, anywhere throughout Queensland.

The RMLV course covers liquor licensing requirements, strategies to ensure the responsible management of a licensed venue, and other legal compliance.



WHO SHOULD DO THIS COURSE

All licensees, nominees and approved managers are required to complete this course, according to Queensland legislation. Approved Managers are no longer required to hold a separate Responsible Service of Alcohol (RSA) certificate, as an RMLV certificate is considered as covering this training.

PRE-REQUISITES

There are no pre-requisites, however it is recommended that you will have a grade 10, or equivalent, level of English reading and writing.

PAYMENTS:

Interest Free Payment Plans Available

IN PARTNERSHIP WITH RAM TRAINING
SERVICES RTO #31701

**To enquire about course dates and to book your course,
please email us on info@blackboardcreative.com.au or
call us on 0499 887 577**



LOCATIONS

BRISBANE
SUNSHINE COAST
GOLD COAST

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TRAINING & DEVELOPMENT

DIPLOMA OF HOSPITALITY

Blackboard Creative has a partnership with RAM Training Services RTO #31701. RAM Training Services is the training provider for this course which is provided on the Gold Coast, Brisbane & the Sunshine Coast

This qualification provides the skills and knowledge for an individual to be competent as a manager in any hospitality functional area. This individual would possess a sound theoretical knowledge base and be able to use a range of specialised, technical or managerial competencies to plan, carry out and evaluate their own work and/or the work of their team.

OUTCOME

The Diploma of Hospitality is run via a number of different methods, dependent on your personal circumstances. You have the choice to complete this course via a face to face course (1 day per week over 6 months – with the ability to complete earlier); distance learning; blended delivery (a mix of both face to face and distance); or Recognition of Prior Learning (RPL). RPL will still usually require some classroom or distance learning assessments.

Given the different methods of delivery, the Diploma of Hospitality could be completed in as little as a few weeks (with RPL), or up to 12 months (distance learning), dependent on your personal circumstances. Give our customer service team a call on 0499 8875 77 to discuss your circumstances, so that we can find the best solution for your needs.

PAYMENTS:

Interest free payment plans available

WHO SHOULD DO THIS COURSE

Anyone wishing to advance within the hospitality industry.

Possible job titles include:

Functions Manager
Bar/Restaurant Manager
Front Office Manager
Gaming Manager



LOCATIONS

BRISBANE
SUNSHINE COAST
GOLD COAST

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TRAINING & DEVELOPMENT



FOOD SAFETY SUPERVISOR

Under the Food Act 2006, every licensable food business in Queensland is required to have a certified Food Safety Supervisor. New food businesses are required to notify their local government within 30 days of the issue of their licence. With substantial penalties for business's who do not have a Food Safety Supervisor.

Blackboard Creative has a partnership with RAM Training Services RTO #31701. RAM Training Services is the training provider for this course which is provided on the Gold Coast, Brisbane & the Sunshine Coast over 1 day. We can also deliver at your premises for group bookings anywhere in Queensland – discounts apply.

This course covers the following units, required for the Retail & Hospitality industry: SITXFSA101 Use Hygienic Practices for Food Safety and SITXFSA201 Participate in Safe Food Handling Practices, in accordance with the Food Act 2006 (QLD).

RESPONSIBLE SERVICE OF GAMING (RSG)

It is a mandatory requirement for anyone carrying out gaming duties within a Queensland licensed club or hotel, to hold a current OLGR approved Responsible Service of Gaming (RSG) certificate. This includes eligible licensees, gaming nominee licence holders, gaming employee licence holders and any employee performing any gaming related duties.

Blackboard Creative has a partnership with RAM Training RTO #31701. RAM training is the training provider for this course which is provided on the Gold Coast, Brisbane & the Sunshine Coast over 1 day. We can also deliver at your premises for group bookings anywhere in Queensland – discounts apply.



RESPONSIBLE SERVICE OF ALCOHOL (RSA)

It is a mandatory requirement for anyone involved in the service and supply of alcoholic beverages, to hold a current OLGR approved Responsible Service of Alcohol (RSA) certificate. This includes bar staff, security staff, and venue managers. New employees must complete the RSA course within 30 days of commencement of employment.

We can also deliver at your premises for group bookings anywhere in Queensland – discounts apply.

LOCATIONS

BRISBANE
SUNSHINE COAST
GOLD COAST

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WORKSHOPS

1 DAY SKILLS WORKSHOP



Are you looking for a highly qualified trainer with decades of hospitality relevant experience to come to your venue and train your staff?

Are you working in the hospitality industry and want to improve your skills?

At Blackboard Creative we offer a 1 day intensive training session to train your staff in cocktail making, coffee making & customer service. We can come to your venue to ensure convenience for your venue and staff.

Your staff will walk away with a greater knowledge of making cocktails, making espresso coffee, serving food, serving wine, correct table service and general customer service skills.

KEY AREAS:

- Familiarisation with all bar equipment
- Beer pouring techniques with beer on tap
- Cocktails – you will learn to make and blend with real alcohol
- Basic wine knowledge
- Basic food service knowledge
- Restaurant service including order taking and wine service
- Basic bar opening and closing procedures
- Espresso coffee making course with real coffee and machine
- Coffee tasting

WHO SHOULD DO THIS WORKSHOP:

- This course is suitable for a business who may wish to put their staff through a one day intensive skills workshop.
- This course is also suitable for anyone currently working in the hospitality industry in a bar, coffee shop, restaurant, night club or hotel and may wish to improve their skills.

- **LOCATIONS:**
- GOLD COAST
- BRISBANE
- SUNSHINE COAST



Minimum of 8 people per class required

To enquire about course dates and to book your course, please email us on info@blackboardcreative.com.au or call us on 0499 887 577

NEW!

WORKSHOPS

3 DAY INTENSIVE MANAGER WORKSHOP



Wanting to be the next venue manager but are told you don't have enough experience? Been bartending for 2 years and you're ready to take the next step? Searching for more responsibility and career progression? Look no further!

Blackboard Creative has created a unique course tailored to suit individuals wanting to equip themselves with the ultimate tool kit to tackle any venue big or small. The Intensive Venue Manager Workshop (IVM) is a 3 day workshop taught by industry specialist Jai Napper and other key industry leaders.

This 3 day intensive program provides the skills and knowledge for an individual to be competent as a manager in any hospitality functional area. This individual who ideally is already working within the industry and has a knowledge of bar operations will use this workshop to improve their skills and excel at their job. This course is offered as a face to face workshop where students can learn essential skills to excel in a fast paced and dynamic role. You will meet successful industry mentors from a range of hospitality backgrounds, from 5 star hotels, successful restaurants, night clubs to industry suppliers. Students will also receive their RMLV certificate valued at \$395 provided through Ram Training Services, RTO #31701 which is required for anyone managing a licensed venue. Students will also receive their food safety supervisor certificate through RAM training services RTO #31701

A key part of the 3 day workshop is the industry mentor program. During the 3 day workshop a key industry mentor will speak to you in their specialised area and you will have the ability for question time providing you a unique opportunity to learn directly from successful people within the industry.

KEY AREAS:

- Compliance and assessment
- Staff training solutions
- Implementation of strategies and policies
- Venue equipment and breakdown
- Security and venue operation
- Customer service
- Staff auditing
- Cashing, skimming and change
- Mentoring from an industry expert
- Introduction to alcohol ambassadors
- Stocktake and ordering
- Recruitment and the ideal process
- Basic Bar training
- Basic venue set up
- Basic cocktail training
- RMLV certification
- Food safety certification

KEY INDUSTRY
MENTORS &
GUEST SPEAKERS

WEB SOLUTIONS

BRAND, MARKETING, WEB DEVELOPMENT, CAMPAIGN

LET US LOOK AFTER YOUR WEB DEVELOPMENT!

We understand you don't have the time to be worrying about a website, let alone facebook, instagram and all the other mediums available to speak to your market!

Let our creative team work with you on creating a responsive & beautifully designed website that expresses your brand.

SERVICES

- WEB PAGE DESIGN & DEVELOPMENT
- BRAND DEVELOPMENT
- SOCIAL MEDIA MANAGEMENT
- CAMPAIGNS
- MARKETING PLAN
- VENUE LAUNCH
- GRAPHIC DESIGN





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