



CRUISE

Western Australia

Tourism
WESTERN AUSTRALIA

Invitation Presentation by Cherie Toovey Phase 3 - 'Welcoming Cruise Passengers to the West' Workshop -

Tourism Western Australia is pleased to announce the delivery of **Phase 3** in the series of training workshops for the State's port destinations. Following on from previous workshops held in Fremantle, you are cordially invited to join this workshop, to be held in cooperation with the **City of Busselton and the Margaret River Busselton Tourism Association** on **Tuesday 22 & Wednesday 23 November 2016**

Cruise lines consider unique landside visits an integral element of the overall cruise experience. This workshop will benefit those who interact with cruise passengers, by providing insights into the skills that ensure cruise passengers have a memorable visit. Topics will range from understanding cruise line expectations, to providing interesting commentary and storytelling for passengers. The workshop is a must for coach operators, tourism attractions, tour guides, volunteers and others.

Workshop facilitator Cherie Toovey, President of Tour Guides WA, has more than eighteen years' experience in the inbound tourism industry as a Tour Guide. She has been recognised for her extensive industry knowledge and skills, including winning the FACET Golden Guide Award in 2006. Cherie has extensive experience in delivering guiding and interpretive training to the St George's Cathedral guides, together with Parliament House and Rottnest Island guides.

You are warmly invited to attend!

Tuesday 22st of November 2.30pm to 5.30pm

Or

Wednesday 23rd of November 9am-12pm (12-12.30pm on Wednesday will be an information session for first time Cruise volunteers)

Where: Busselton Community Resource Centre

Address: 21 Cammilleri St, Busselton WA 6280

Cost: No charge – Sponsored by Tourism Western Australia (Morning tea will be provided)

Please RSVP: By email or in Person at the Busselton Visitor Centre

cruise@margaretriver.com