

“ Our people found the course absolutely brilliant. They came back with much better knowledge about OH&S, and showed us how to create a safe workplace and ensure compliance with State laws.

*John Waterhouse  
Coast Country Liquor Group, NSW*

...if we're not competing in terms of our ability to deliver and understand what our customers want, and understand what they expect, then we're going to get left by the wayside.

*Geoff Gledhill  
Seaview Cellars, Beaumaris, VIC*

RLDF has established a fantastic way of delivering these courses in a timely fashion that makes the training enjoyable and easy to implement

*David Leckie  
Porters Liquor, Northwood, NSW*

..I really enjoyed yesterday, I thought it was very informative and very well presented. The day went so quickly. I will make sure that I get to more of these.

*Pam Huges  
Manager Kyneton RSL NSW*

## Want more information?

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“ As well as attending a number of RLDF modules myself, the fact that it's so affordable means I've been able to send my managers as well. It's great that the training is available in regional areas.

*Joe Bucello, AUR Foodrite  
Foster, Victoria*

**RLDF**  
RetailLiquorDevelopmentFoundation

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AUSTRALIAN LIQUOR STORES ASSOCIATION

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GROUP

## Giving you the skills to create a better business



**RLDF**  
RetailLiquorDevelopmentFoundation

## We understand the complexities of being an independent liquor retailer

- > Pressures of running a business by yourself
- > Managing staff and their workloads
- > Keeping up with changing regulations
- > Coping with more and more competition
- > Satisfying customers who want more for less
- > And finally, you need to make profits

With the right skills and training in place, you can build your business, create better profits and enjoy a better lifestyle.

The Retail Liquor Development Foundation (RLDF) was established to support the training and education needs of the liquor industry in order to maintain business viability.

We are doing it by creating the best training program ever offered to liquor retailers. Our training has been tailored to meet your needs, and covers everyone who's working in your business – from you and your business partners, to your managers and general staff.

## Training for you and your staff

### Our Courses Available:

#### TIME MANAGEMENT

– the do's & the don'ts for greater efficiency

#### BUSINESS PLANNING SKILLS

– setting a path for future profits

#### PEOPLE MANAGEMENT

– improving staff performance on the job

#### MARKETING PRINCIPLES

– ensuring promotional effectiveness

#### OHS

– ensuring workplace safety & compliance

#### FINANCIAL MANAGEMENT

– boosting business profits

#### RETAIL STORE LAYOUT

– maximising your customer spend

#### STRATEGIC PLANNING

– putting plans into action

#### NEGOTIATION SKILLS

– creating more win/win situations

#### CONSUMER BEHAVIOUR

– customer service and selling skills

## The RLDF training program



Is flexible, so you can pick and choose individual units according to your personal and business needs.

### Saves you time.

Each unit runs for half a day, so you're not out of your business for too long.

Offers you all the expertise you need to get ahead, including business planning, customer service.

Is run by liquor industry experts who know the industry because they've worked in the industry.

Interested in certification?  
**Talk to us.**