

# Cairns Tourism Association Presidents Report 2007

11<sup>th</sup> March 2008

It is always a pleasure to stand up here as the outgoing President for the Cairns Tourism Association.

People must ask themselves – why does someone who is not currently in Tourism want to be the president of the Local Cairns Tourism Association Inc where they recognise excellence in customer service. Why does she want to put so much into something that she is not directly connected with...and I say because I am stupid....

But the real reason – I have been in the Tourism Industry/Hospitality industry since leaving Year 10 some many years ago. I did a Catering and Hospitality course full time for 12months where I received 6 months of a Chefs Apprenticeship...but behind the scenes I knew was not for me – so I got in to hotels and waitressing...on the Gold Coast...this then lead me to work at Sea World – this is when I just knew that the Tourism Industry was for me...I worked there for 6 years where I won a Staff member of the Month award and was in the running for a Car...I didn't win – and you know why – because I was front of house and they wanted to give it to the guy behind the scenes who fixes the pumps on all the pools – yes it was an important job when you consider that I was working at SeaWorld....

Being one of the people responsible for making those peoples day at Sea World their greatest Experience ever (which was their mission statement at the time) was one that I took to quite seriously...I then moved into Sales – another thing I found I was good at...

From here I moved to Great Keppel Island Resort – where I also moved into Sales....

So for me the Tourism Industry has played a big part in my life...and one that I have always been apart of...When I moved into Radio here in Cairns I heard about the Cairns Tourism Association – I thought this would be a great way to keep in touch with the Tourism Industry here in Cairns.....

This is why I want to be President of the Cairns Tourism Association...because I believe even though you are out there doing

what you do best and doing what comes naturally – gee isn't it nice to be recognised for it.....

And that is what we do each month...the Committee rally together to come up with ways each month to make sure that these awards continue – we keep a good name out there – we keep you updated with what is going on in your association - we try to do something better each year - and most of all we make sure that you and your staff and your company are acknowledge for the jobs that you are doing....

So this is why I do this volunteer job - and I love just being apart of it....

As much as I push the Committee to get things done – they always do and with smiles on their faces...we know we are doing a good job when things like this happen:

All functions have now been allocated for the rest of the year

We always have plenty of prizes (but can always have more)

We always have judges for each month

And the bills are always paid on time....

WHY – because you all and I do to – have a fabulous Committee that also do this for free – and why – because we love it....and here is an interesting thing – only one person on the Committee is directly employed by the Tourism Industry.....

So tonight I am hoping that a few of you put up your hands to join this committee – your committee...to ensure that we are doing what it is that the Tourism Industry is expecting from us.....

I do have to step down tonight as the President – but if you want me back to continue as your President –I will wear the title proudly and do what ever it takes to continue the Success of the Cairns Tourism Association Inc...

Thank you fellow Tourism Lovers....