

TBEC's Bulletin

January-February 2013

**Tonga Business
Enterprise Centre**

Senita Fale'i ki he
Ngaahi Pisinisi 'o Tonga



Special points of interest:

- TNOAB Accreditation
- Business Opportunity Support Scheme (BOSS)
- PSTP Up-coming Training Courses
- TBEC Success Story
- TBEC's all new INFORMATION list

Manager's Message

TBEC is accredited!

By becoming one of the 1st Private Sector short Term training providers to be accredited, TNOAB has recognized the quality of the service, process, trainers' recruitment and quality of courses that TBEC delivers.

It is a great honour for TBEC and the TCCI and we will continue our efforts to maintain this high standard.

The new year comes with the season's greetings and for TBEC its our new 2013 Training calendar: until March you'll be able to strengthen your business' capacity in [Costing and Pricing, Human Resources and Sales techniques](#) !

February will also see our new VSA arrive for the Hospitality industry. Wendy will stay with us during 10 months and she will be in charge of hospitality training.

2013 will also see the recruitment of a new business advisor and a tax advisor to support businesses needs.

On behalf of all the team, Happy prosperous 2013 and count on us to support your development!

Cyril Guiramand



Monthly Tip

Have you lately undertaken a strategic review of your activity? What about your yearly work plan? What are this year's priorities in the current context? How are you going to do it? Can you? Hey...? Do you need help? Give us a call TBEC 25168 ext 203

TBEC Staff

In addition to what is written...

After a year and a half at the NZ High Commission, Mele joins TBEC in a multi role position. We would like to wish her, a great Welcome to the team!

If you focus on *results*,
you will never change. If
you focus on *change* you
will get results.

-Jack Dixon

Support Programs

Business Opportunity Support Scheme (BOSS) Call for Applications commencing Monday 4th February

BOSS is a scheme that assists entrepreneurs and investors **conduct feasibility studies** to quantify business and investment opportunities, including opportunities for joint ventures.

This scheme will have a focus on the development of the private sector in Tonga, by increasing investment in export-related ventures but not limited to this. The objectives of the scheme are as follows;

- To encourage commercial investment in projects or business plans that will increase earnings from Tongan exports, import substitution and tourism (but not limited to this only)
- To provide Tongan and New Zealand firms making significant investment decisions with an informed opportunity to compare the benefits of investing in the proposed project with other options.

- To identify any impediments to investments or business plans proceeding in Tonga
- To support environmental impact assessments where they form part of a business development plan

For more information and application forms contact:

Muimui (Mume) Qetaki
Tonga Business Enterprise Centre (TBEC)
Phone: 25 168 ext 204
Email: programs@tbec.to

Applications Close Friday 1st March 2013.



Effort only fully releases its reward after a person refuses to quit.
-Napoleon Hill

TBEC Success Stories

Here are some of the feedback TBEC have received

Talitali Kakai Lelei

"Course is a success as it is a refresher to what staff has already known and guided them back on track with customer service. Customer satisfaction and increase sales revenue. Training was a success and it is a 'win win' situation to customers, staff and the company as a whole."

Steve Bourke, TCC Vava'u Manager

"I am very blessed with what I have from this training and I know it's worked, I thank you all TBEC and members for running this training."

Pa'ungata Tukumoe, TCC

"Just encouraging everyone to do better in customer service as an opportunity for the improvement of our country's economy."

Sosefo Napa'a, TCC

Building Small Business

"I really enjoyed the training. The trainers were excellent. I would like more training on management and business skills."

Cassandra Moala-Mafi, Prestige Events & Marketing



Private Sector Training Program (PSTP)

Here are TBEC's up coming training courses to kick start the new year. Space is limited so make sure to register before it's too late.

For more information and to register for any of these course, contact Saane on 25 168 xtn 214 or visit our TBEC website.

Program Name	Training Code	Delivered in	Scheduled delivery (TBEC)
Sales Techniques	SALEN	Nuku'alofa	04-Feb-13
Costing & Pricing	CSTPV	Vava'u	04-Feb-13
Talitali Kakai Lelei (Part 2)	TKL2N	Nuku'alofa	06-Feb-13
Intensive English Course (Accommodation)	ENG	Nuku'alofa	07-Feb-13
Proposal & Official Document Writing	PODWN	Nuku'alofa	18-Feb-13
Talitali Kakai Lelei (Part 2)	TKL2E	Eua	19-Feb-13
Human Resources	HRCN	Nuku'alofa	25-Feb-13
Talitali Kakai Lelei (Part 2)	TKL2H	Ha'apai	26-Feb-13
Advanced Computer for Managers	ADCM	Various locations	27-Feb-13

TBEC's NEW iNFORMATION list

Are you a client of TBEC? but aren't receiving the information on our latest training, success stories and support programs? Starting January 2013 TBEC has launched it's brand new

iNFORMATION list.

To receive TBEC's newsletter simply send us an email or subscribe on our website (www.tbec.to)

For more information contact Meletonga Fakahua on 25 168 or reception@tbec.to.



Life is too complicated not to be orderly.

– Martha Stewart



TBEC is a facility of the Tonga Chamber of Commerce and Industries, funded by the New Zealand Government.

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