



The dreaded alternate serve



IT has long been a bone of contention, why do we always get the alternate serve at event dinners or weddings?

Ok, we get that the need to swap plates of the chicken or beef with the fish or vice versa is for dietary reasons, efficiency and cost purposes, but for me, and I'm not alone in this, it has no place in today's world of culinary innovation and sophistication.

It's very naff to have to ask those around you, "Can I swap with you," especially if you don't know them very well.

It reminds me of a particular incident when a delegate from overseas asked me, "What is it with you Australians and the alternate serve, is it because the kitchen has run out of food?"

Hurray then for the MyCEB dinner at the Sofitel Wentworth on Tuesday night, at which long, elegantly laid tables were set for the assembled guests.

Masterchef finalist Poh, created a menu that had the guests verbalising in admiration about her culinary skills.

Dishes that everyone ate with gusto and that had only been altered for those with dietary requirements - Jill.

AIME creates a first

COMPLEMENTING
 AIME's already successful pre-tour programs, and in a first in the trade show's 21 year history, international post tour itineraries are being offered to hosted buyers.

Participants can choose one of two new exciting post tour options to New Zealand and Singapore.

AIME, in conjunction with Auckland Convention Bureau, Air New Zealand and partners, will offer a four-day post tour itinerary that takes in a diverse mix of Auckland's experiences, and is designed as an option for convention and incentive buyers from Australian, European and North American markets who want to sample the region's sparkling harbours, native forests, outstanding cuisine and the tranquil islands of the Hauraki Gulf.

Auckland Convention Bureau manager Anna Hayward says the post tour familiarisation trip is a great opportunity to show buyers first-hand what makes Auckland a



world-class events destination.

"Auckland is full of surprises – it's a dynamic city set in a natural paradise with a lifestyle rated among the World's very best.

"We look forward to welcoming buyers from around the world to our harbour-side city," she says.

The Singapore post-AIME tour will allow meeting planners and buyers to experience first-hand the diverse experiences and venues that this cosmopolitan city-state offers.

"While Singapore is often acknowledged as a leading business city, it still surprises visitors with its ever-evolving landscape and new experiences," comments Jeannie Lim, executive director for Conventions & Meetings at the Singapore Exhibition and Convention Bureau.

Reed Travel Exhibitions director for AIME, Sally de Swart, said, "Each year at AIME, we take on board the feedback of our attendees, evolving the show and keeping it fresh by bringing new initiatives to our exhibitors and buyers."

AIME takes place next year at the Melbourne Convention and Exhibition Centre on 26 and 27 February.

For further info about the post program or information on AIME 2013 visit www.aime.com.au.

Today's BEN issue

BEN has three pages of editorial plus a full page. Click here for:

- Rendezvous Hotels

Scooping the pool

IT was a good night all round for the Sydney Convention and Exhibition Centre who won an impressive four awards at the national 2012 Exhibition & Event Association of Australasia Awards for Excellence, on Wednesday night.

The wins include Best Venue Team, Best Safety Initiative and the Richard Geddes Young Achiever award, which went to the Centre's event manager, Jessica Calder.

Congratulations also go to Ton van Amerongen, the Centre's chief executive who was presented with the EEAA Trevor Riddell President's Award for his contribution to the exhibition industry during the 18 years he has been at the helm of the SCEC.



Future of meetings

INCON, the international partnership of conference, event and destination companies has published an article that explores the impact of market/demand volatility on the meetings industry and the challenges being faced by meeting planners.

In it, Patrizia Semprebene Buongiorno, vp AIM Group Int'l and the article's author, consider the evolving expectations of today's meeting delegates, changes in the structure & format of association meetings and set out steps to take in implementing successful events, matched to stakeholder needs & expectations.

"The event organiser needs to deliver an event that is truly relevant for customers and stakeholders, bring forward a unique proposition for the client, constantly show creativity, innovation and new ideas, devise solutions to every issue and fully understand that it's the smallest of details that matter," commented Patrizia.

A complete copy of the expert article is available on www.incon-pco.com Id rectem mo.

WIN a two night stay at Mercure Clear Mountain Lodge Spa and Vineyard

This week **BEN** is offering one reader the chance to stay at **Mercure Clear Mountain Lodge Spa & Vineyard** courtesy of Mercure.

Perched in cool, clear mountain air north of Brisbane, the Lodge enjoys sweeping views of the Glasshouse Mountains, CBD & Moreton Bay.

The prize includes a two night stay in a Spa Privilege room, breakfast for two, one 3 course dinner at Mandy's on the Mountain, late check out and much more.



To win tell us in 25 words or less what getting out of the city and having an event at Clear Mountain Lodge Spa & Vineyard would mean to your delegates

Email: comp@businesseventsnews.com.au

HINT! www.clearmountainlodge.com.au Click here for terms and conditions



crumbs!

IN time for Christmas comes the scintillating news that mathematicians in the UK have revealed the formula for the perfect Christmas tree.

According to the math's society, a tree-topping angel or star should be a tenth the height of the tree and the number of lights is found by multiplying pi (3.14) by the height of the tree in centimetres.

In addition, an 183cm tall tree needs 574cm of lights, 37 baubles and 920cm of tinsel.

Pullman Hanoi opens

THE first Pullman hotel in Vietnam, the Pullman Hanoi has now opened after a comprehensive refurbishment.

Previously known as Hanoi Horizon Hotel, the makeover has transformed the hotel into one of the city's most modern 5-star properties.

With seven meeting rooms and a ballroom that can accommodate up to 600 guests, all conveniently located on the same floor, the 242 room hotel has been outfitted with contemporary décor that captures the inspiration of the city.

For constant connectivity, there is free wi-fi internet access in rooms and all public areas.

Patrick Basset, senior vice president of Accor Vietnam, Thailand, Cambodia, Laos, and the Philippines says, "We are very proud to introduce the Pullman brand to Vietnam with the opening of Pullman Hanoi, completing Accor's brand portfolio in the country.

"With the opening of the hotel, we now offer a hotel brand for every market segment including luxury Sofitel, upscale Pullman and MGallery, midscale Novotel and Mercure, and economy ibis.

"This hotel will offer guests a unique, tailored hotel experience – catering to both business and leisure guests visiting this capital city," he added.

AACTA's starring role

THE first major event to be held in The Star's \$100 million multi-purpose entertainment and events venue is to be the Australian Academy of Cinema Television and Arts (AACTA) Awards.

To be held in The Star's new Event Centre in January, which is scheduled for completion at the end of the year, The Star's partnership with the AACTA Awards was revealed this week at a media conference at The Darling hotel.

Also announced were the 2nd AACTA Awards nominees, as well as the official dates for the AACTA Awards.

AFI/AACTA ceo, Damian Trehwella, said: "The newly established AACTA Awards are delighted to be the first



major public event at The Star Event Centre which is a much needed and welcome addition to Australia's entertainment and convention landscape.

"With both The Star and AACTA bringing some of Australia's and the world's most celebrated screen icons to Sydney; this partnership is the perfect fit," he said.

Shangri-La looms large

A 337-room Shangri-La Hotel, Haikou on Hainan Island, known as 'China's Hawaii,' officially opened this week.

Set amidst sprawling lush tropical gardens, the luxury hotel offers spectacular sea views, a full range of urban resort amenities, and extensive event and meeting venues.

To celebrate its debut the resort hotel has an opening package from now until 31 March 2013, which starts at RMB1,350/night.

It includes a stay in a deluxe sea view room, daily buffet breakfast for two and a RMB500 food and beverage credit.

The offer is subject to a two night minimum stay and a 15% per cent tax and service charge.

One of the hotel's stand-out venues is the Hall of Splendour, which is set in the hotel's 30,000-square-metre tropical garden and features dramatic floor-to-ceiling windows overlooking the sea.

The property's 986-square-metre Grand Ballroom is pillar free and is the largest among the city's starred hotels.

Red Centre's new GM

JACLYN Thorne has been appointed general manager of Tourism Central Australia.

"As the peak industry body for tourism in Central Australia, the executive committee and I would like to welcome Jaclyn, a tourism professional who brings with her a wide variety of skills and experience, and a passion for regional tourism," said the chairman for Tourism Central Australia Jeff Huyben.

Currently working in the Barossa Valley, Thorne acknowledged the big change from the rolling vineyards and freezing winters of the Barossa to Alice Springs.

"I am coming to the Red Centre with an open mind and am keen to connect with the board and members as soon as I can to help gain an understanding of the region, its product, strengths and challenges."

Thorne starts on 14 January 2013.



Hotel Highlight qualia

HAMILTON Island's luxury award winning resort, qualia, offers spectacular views, accommodation and venues for events perfect for ceo's and VIP clients wanting a truly unique experience.

Located on the northern-most tip of Hamilton Island, just off the Queensland coast of Australia, qualia is "a truly special place where everything has been meticulously considered to relax the mind and completely spoil the senses".

qualia offers a number of venues for meetings, group breakfasts, welcome lunches, cocktail receptions and dinner options including the Long Pavilion bar balcony and restaurant, Pebble Beach, Helipad, Beach House, spa qualia and private dining room.

Cocktail party set ups can be held for between 30 to 120 people in most of the venues with boardroom and banquet style also available in certain spaces.

A set up fee of \$250 is applicable at the Long Pavilion bar balcony and the Beach House while spa qualia can be hired for \$3000.

The Helipad can be rented for either half day or full day meetings for \$300 and \$400 respectively.

AV Partners are based on Hamilton Island and can assist with meeting audio visual, dinner function audio and lighting as well as theming options.

For more information visit - www.qualia.com.au.



Qantas Club expansion

WITH planning already commenced and preliminary works expected to start next week, Qantas is to expand the Qantas Club at Perth Airport and conduct a review of its future lounge offering in Perth to help meet the growing demand for premium air travel particularly from corporate clients and business travellers.

The lounge will open to customers in February 2013.



Holiday-free app

A new mobile app that helps find the most convenient day and time to schedule an international call, video conference, event or meeting has been released by CWT, (Carlson Wagonlit Travel) a global leader specialising in managing business travel as well as meetings and events.

CWT developed the CWT 78 BizDays app in partnership with Michael Segalla, professor of management at HEC Paris, who conducted research in this area.

According to an article he published in Harvard Business Review, approximately one third of the days in a year are "holiday-free days."

"Scheduling an international meeting, face to face or by conference call, is challenging in today's global environment," commented Professor Segalla.

"I found very few common working days available for a meeting after accounting for all typical national and religious holidays observed around the world."

Based on Segalla's findings, CWT 78 BizDays was developed to help organise international meetings at the best possible time for participants located in various countries.

In addition, the meeting organiser can send participants a meeting notification via email directly from the CWT 78 BizDays app - www.cwt78bizdays.com/.



Travel pros gather

THE first-ever Australasia Education Conference - Travelution: Evolving Solutions for the Business, commenced its two day conference at the Shangri-La Hotel Sydney on Wednesday.

With more than 250 business travel professionals registered from Australia, New Zealand, Singapore, China, Canada and the United States in attendance, over 40% were found to represent corporate travel buyer companies.

Australasia Board Member Georgie Farmer, Global Service Delivery manager - Travel, Global Procurement Group, Microsoft, who will continue in her role as ACTE Australasia Board Member through December 2013, opened the conference by providing an overview of how much the ACTE Australasia region has grown in the past year.

"We're thrilled with the turnout at the conference," she said.

"The success of the conference is because of a lot of hard work by the leaders in the region, the Regional Council, Conference Planning Committee and all our sponsors.

"We couldn't have done it without them," she added.

Keynote presentations included: Economic Outlook and Implications for Business Travel, Big Data: The Next Frontier for Innovation; Competition and Productivity; A Year of Critical Uncertainty: An Assessment & Outlook on the Regional and Global Airline Industry Travel Innovation Unplugged: What's Required & What's Disruptive.

Bah, humbug!

AV1, the multi-award winning audio-visual production company, isn't sending Christmas cards this festive season.....and with good reason.

Instead, as proud supporters of OzHarvest they are thanking their clients and supporters by making a donation on their behalf from a large selection of packaged goods.

BEN has chosen its Christmas Treat as mince pies.

It's heartening to learn that meals rescued by OzHarvest (up until yesterday) were 15,096,407 with 5,096,407 kgs of food rescued from landfill.

As imitation is considered the most sincere form of flattery, AV1's idea is worth copying.



Lilianfels & Hydro's new general manager

LILIANFELS in the Blue Mountains has a new general manager, Ralf Bruegger who started yesterday as group general manager.

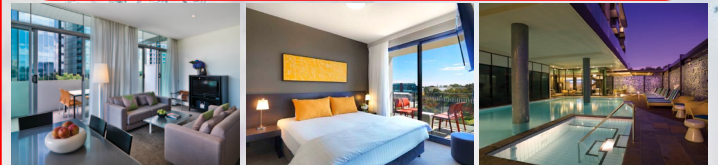
Direct from the gm role at Sydney's Observatory Hotel, and renowned for his innovation and ability to achieve targets and consistently high revenue yields, Bruegger will develop an exciting new phase for Lilianfels and sister property Echoes, both Luxury Collection Resorts.

He will also lead the \$50 million transformation of the landmark Hydro Majestic Hotel.

Bruegger replaces Brian McHenry who fostered positive changes for Lilianfels and achieved a string of awards and accolades, including *Travel + Leisure's* World's Best Awards in 2011 as a top 5 lodge and resort in the Oceania region.



Send in your Christmas photos & win a weekend with Toga Hotels - Events with BENefits!



Business Events News is offering its first ever Christmas photo competition in partnership with Toga Hotels.

Our good friends at Toga Hotels are asking you to send in your office/event Christmas party

photos over the next three weeks for your chance to win two night's accommodation for two adults in a Toga Hotel of your choice across Australia and New Zealand.

Pictured above is an example of some of the pictures we would love to see you send into us: Santa, Santa and Santa.

To enter email us your favourite Christmas event/party photo (including names of the people pictured) to: xmas@businesseventsnews.com.au



Terms and conditions apply

CONTACT US:

Publisher Editor
Bruce Piper Jill Varley

Contributors/Coordinator
Chantel Houser

Advertising: advertising@businesseventsnews.com.au

P: 1300 799 220 F: 1300 799 221

PO Box 1010 Epping, NSW, 1710

Business Events News is part of the Travel Daily group of publications which also include: Travel Daily, Cruise Weekly & Pharmacy Daily.

Disclaimer: While every care has been taken in the preparation of *Business Events News* no liability can be accepted for errors or omissions. *BEN* takes no responsibility for the opinions of its contributors/columnists. Information is published in good faith to stimulate independent investigation of the matters canvassed.



RENDEZVOUS

HOSPITALITY GROUP

Make Your Next Meeting A Smart Meeting



Book your next event at Rendezvous hotels and choose from a portfolio of 13 hotels in 10 key locations across Asia Pacific. Select from our Smart Meeting offers available at all Rendezvous hotels. Simply enquire now at www.rendezvoushotels.com and go into the draw to win a \$5,000 holiday to Singapore^.

Receive 25% off when you confirm a Smart Meeting Residential Conference in Auckland, Melbourne or Perth*.

Rendezvous Grand Hotel Auckland

From **\$269 NZD** single occupancy
From **\$178 NZD** twin share occupancy

Rendezvous Grand Hotel Melbourne

From **\$249** single occupancy
From **\$169** twin share occupancy

Rendezvous Hotel Perth

From **\$285** single occupancy
From **\$185** twin share occupancy



RENDEZVOUS
GRAND HOTELS



RENDEZVOUS
HOTELS



RENDEZVOUS
STUDIO HOTELS

* Rendezvous Grand Hotel Auckland and Rendezvous Grand Hotel Melbourne bookings must be confirmed between 01/12/12 and 31/07/13 and held by 31/12/13. Rendezvous Hotel Perth bookings must be confirmed between 01/12/12 and 31/03/13 and held by 31/12/13. Offer is only applicable to new bookings with a minimum of 30 Smart Meeting Residential Packages and cannot be combined or used in conjunction with any other special offer or promotion. The discount will be applied on payment of the final invoice. The offer is subject to availability, rates may change and blackout dates may apply. ^ Refer to the website for full competition details.

Toll Free Reservations: Australia 1800 088 888 | New Zealand 0800 666 777
Toll Reservations: Shanghai: +86 21 6171 5588 | Singapore +65 6336 0220
www.rendezvoushotels.com

Adelaide | Auckland | Brisbane | Christchurch | Melbourne | Perth | Port Douglas | Shanghai | Singapore | Sydney