



Klein on BEN

ON page three of today's issue we welcome to our new columnist, Andrew Klein, whom many of you will know (even if the name escapes you!)

With his finger firmly on the pulse of our industry, his monthly column is sure to inform and amuse readers.

A former corporate lawyer, Andrew has for 17 years been a professional MC, trainer, speaker and facilitator who works on conferences, special events, company off-sites, training days and product launches, bringing his casual yet corporate MC style to countless conferences, and as he adds"even to my mother's Bridge club!"

In his first 'Confessions of a compulsive conference-goer,' he bemoans the shortcomings of the lanyard, which will have many people nodding their heads in agreement.

I'd like to add my two bob's worth to his comments.

Please, please print the name and company on both sides of the nametag because the lanyard has a habit of swinging around to the blank side, which kind of negates the whole nametag thing.

Meanwhile, we can't let the royal birth go unrecognised.

BEN says welcome to the boy King and congrats to Will and Kate, it's nice to spread a little sunshine and give a boost to the UK coffers in the process! *Jill*

New InterContinental for Sydney

INTERCONTINENTAL Hotels Group is set for its fifth InterContinental property in Australia, with the signing of a new agreement to manage the former Ritz Carlton hotel in Sydney's Double Bay (**BEN** breaking news).

The landmark move will create a novel meeting option, with the hotel located in the city's upmarket Eastern suburbs area.

Jan Smits, IHG's ceo for Asia, Middle East and Africa, said the move was a significant development for the InterContinental brand in Australia.

"The site at 33 Cross Street has long awaited the arrival of a new luxury hotel for Sydneysiders and visitors," he said.

The hotel, which rebranded in 2001 as the Stamford, has been closed for the last four years with a view to redevelopment, and the new IHG agreement with owner Singapore-based Royal Hotels will see several million dollars spent on refurbishment.

Works will include the refurbishment of all 140 rooms as well as public areas, with facilities to include a ballroom for up to 300 guests, meeting space, an all-day dining restaurant, Club InterContinental, cafe, lounge and bar and rooftop pool.

A ground floor arcade will be developed beneath the hotel, and



is anticipated to include a health club or day spa plus retail space.

Royal Hotels' director Bobby Hiranandani said "our plan is to rejuvenate this ideally-situated hotel and its surrounds, making it the destination for Eastern suburbs locals and international visitors alike.

"InterContinental Sydney Double Bay will become an ideal destination for weddings, conferences and dining as well as luxury hotel accommodation".

It's anticipated that the upgraded hotel will open next Jan.

Get with the strength

THE value of securing major events for a city was never more apparent than last Sat when the Manchester United A-League All Stars fans and curious onlookers filled Sydney's ANZ Stadium.

The local boys may have lost the game but as far as revenue raising is concerned it delivered a \$16 million win for the economy.

NSW Premier Barry O'Farrell said: "They toured, they spent and they attended," capping off a record-breaking winter of major events that also included the State of Origin, the Lions and the Socceroos, injecting about \$100 million into local businesses.

Fashion rut solution

THE web address for the 'Dressing for success' High Tea being held at the Sir Stamford at Circular Quay on 7 August, with fashion stylist Kelly Smythe (**BEN** Monday) is as follows:

stamford.com.au/fashionhightea

Networking night

AN ideal opportunity for networking is coming up, with TMS Asia-Pacific hosting a 'Platinum Networking Night' at the Sydney Sofitel Wentworth. Just 100 guests are able to attend the free event which will take place on 15 Aug from 6pm, with the event's major sponsor being AIME and the night being staged especially for executive and senior managers in the travel and hospitality industry.

Other sponsors include Sabre Pacific and Breakaway Travel Industry Club, while **Business Events News** is one of the media partners, alongside sister publication **Travel Daily**.

RSVPs for the exclusive event must be in by 01 Aug 2013 - for details see the **last page** of today's issue of **BEN**.



GENERAL MANAGER Darwin Convention Centre

- Based in Darwin, NT, Australia
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Due to an internal promotion, AEG Ogden, the leading venue management company in the Asia Pacific region and one of the world's leading convention and exhibition centre management specialists is seeking an experienced and dynamic General Manager for the Darwin Convention Centre.

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- Be highly motivated
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All applications to be submitted via email to hr@aegogden.com by **Monday, 5 August 2013**

The Darwin Convention Centre is a project of the Darwin Cove Consortium and the Northern Territory Government and is proudly managed by AEG Ogden www.aegogden.com

www.darwinconvention.com.au

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PCOs keep balls in the air

LAST weekend a group of pco's were treated to the hospitality and to a dual gold medal experience by the team at InterContinental Sanctuary Cove Resort - all part of IHG's mission to showcase the resort and to put the company's first Queensland property on the radar.

The weekend was used by the resort's director of sales & marketing Jayme Cuttriss and her team to officially launch IHG's "Insider Collection," specifically created for conference and event organisers and to schedule on-site and off-site events and activities for the guests.

"Throughout the weekend our guests were lucky enough to experience some of our key experiences with the highlight for most being meeting and interacting with two of Australia's Olympic gold medallists," said Cuttriss.

Natalie Cook, who won gold at the 2000 Olympic games and is part of the resort's Insider Interactions program, spent Saturday afternoon lunching with the group and gave them a taste of how she can ignite and motivate a team.

There was also an exciting team



building volleyball clinic with the Olympian at the lagoon pool beach.

On Sunday the guests were joined by another Insider speaker, Steven Bradbury, the winner of Gold at the 2002 Winter Olympics, who entertained with stories about his success as an Olympian and in business, as part of a themed Winter Wonderland luncheon.

The famil also included a helicopter trip over to McLaren's Landing for some activities and morning tea; a heart-pumpin' jet boat trip back to the resort; cocktails and canapés in The Manor Suite; a night visit to Dreamworld to experience Tiger Island, the Australian Outback area and a sit down dinner in Kung Fu Panda World; breakfast on board the luxurious Super Yacht 'Eagle ONE' with a Jetpack demonstration and a clinic at the Sanctuary Cove Golf Club - see intercontinental.com/sanctuarycove.

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Submission sought to glamp in Sydney

GLAMOUR camping isn't just about a posh tent in the Kimberley, Moose Meadow Lodge in Vermont in the US or a safari camp in the Serengeti, because come spring Sydney's Centennial Park may well be open to overnight campers.

Right now, Centennial Park and Moore Park Trust is seeking submissions from professional event organisers with business proposals for staging a temporary overnight camping type experience in Centennial Parklands, in spring/summer of 2013/14.

Under the plan the Park's historic ranger's cottage and superintendent's residence will also be turned into boutique hotel-style accommodation.

While some people may be adverse to the Park's commercialisation, the Parklands already support a wide range of businesses across industries including food and beverage outlets, entertainment, sports, music, arts and education.

Similar camping experiences have proved successful in other Sydney recreation venues; such as Lane Cove National Park and Cockatoo Island and there is the potential to bring increased value and revenue to the Parklands.

Delay in Samoa resort

THE opening of a new property on the island of Upolu in Samoa, the Saletoga Sands Resort & Spa, has been pushed back.

Originally scheduled to open 1 October this year, the Resort owners, Lou and Gavin Brightwell, explained the delay is due to a delay in supplies and situations outside of their control.

"Construction involves the utmost attention to detail hence this delay," they said.

"We are hoping to be able to invite valued industry partners to view the property before the opening date," they said, with bookings accepted from 01 Apr.



crumbs!



HOW to survive a red-eye flight...

Good luck if you can sleep upright on an overnight flight, however, as trading a bed for an airline seat is a serious comfort downgrade.

Here are few tips to help you through the night and arrive better rested.

Avoid connecting, overnight flights and instead book a red-eye directly from your departure city to your destination.

Choose the window seat where you can bunch a jacket or ask for an extra blanket, for a makeshift sleeping surface.

Wear comfortable, loose-fitting clothing made with breathable fabrics and kick off your shoes.

Take a prep kit that includes an eye mask, earplugs and socks.

Take a travel pillow to suit your back, side or stomach needs.

If medicating yourself to sleep is a good idea or a bad one, no matter what you choose, it's always best to know in advance how the medication will affect you.

Avoid both caffeine and alcohol just before flying, and eat a light and balanced meal.

Set your watch to the time at your destination and dine accordingly - you don't have to have a meal just because you're being offered one - particularly the early morning breakfast.

Wellington all OK

WELLINGTON hoteliers say that it's business as usual, following a magnitude 6.5 earthquake which shook the city last weekend.

In a message to **BEN** from Geoff Neumann director of sales and marketing at the InterContinental hotel in the NZ capital, Wellington did not suffer any damage and it was business as usual throughout the weekend and thereafter.

"Some cancellations of bookings have since occurred," he admitted, "however that appears to be due to the fact that some offices in Wellington continued to be assessed for safety."

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business events news

24th July 2013

Brisbane 'Concur'ed as most expensive

A new report by Concur, a provider of integrated travel and expense management services, reveals that globally, Brisbane is the most expensive city for business travellers.

The Concur ExpenseIQ report found that corporate travel and entertainment spend ranks four Australian cities in the top ten, with Brisbane in first place, Sydney coming third, Perth fourth and Melbourne seventh.

Last year Brisbane, a city with ties to the mining investment boom, made a big jump from seventh, however Sydney was the only city to feature in the list for the top 25 most visited international cities for business travel, coming in at 17th place.

The report uncovered that Brisbane hotels cost US\$305 per night on average, in comparison with New York where a hotel room costs an average of US\$194.

Corporate travellers are also having to contend with poor exchange rates: Sydney took pole-position globally as the most

costly place to eat, with a meal averaging US\$70, in comparison to notoriously expensive culinary cities, such as Paris, where a meal is US\$49 per person.

The report also revealed that companies visiting Australia are spending less on dining and entertainment than they were in 2011, but logistical expenditure has increased.

Luxperience leaders

DIALLING down the bling and the latest travel trends are to be part of the Luxperience B2B luxury travel business exchange event held in Sydney 01 Sep.

Topics such as explorative and innovative travel, China, Russia and community engagement will be analysed at a Thought Leaders forum, with invited speakers including NSW deputy premier Andrew Stoner and Lin Xu, founder of China Luxury Travel Network, while Australian Financial Review associate editor Andrew Cornell will emcee.

Vivanta by Taj - perfection!

THE fact that Vivanta by Taj, Bentota Sri Lanka, has been included in Conde Nast Traveller UK and US Best New Hotel Award of 2013, after opening in October 2012 and has been featured in its prestigious "Hot List" for 2013, is a pointer to its credentials.

The 25th property of the brand in India, it is, says Thushara Liyanarachchi, Taj's regional director of sales Australia & New Zealand, "the perfect backdrop to hold a meeting, conference, training session or exhibition."

Spread across a 72ha rainforest and perched on a hillside nearly 1219m above sea level, the resort promises a veritable Eden.

It houses a full-fledged Jiva



Grande Spa and a climate controlled indoor swimming pool and another open-air in the woods.

For events there's an amphitheatre, a pottery studio, a Coorg conservatory and a private label adventure outfit called the Backpackers offering lessons in urban renewal.



Confessions of a compulsive conference-goer

Andrew Klein, director SPIKE Presentations presents his front line observations on conferences in a regular feature in **BEN**.

"G'DAY Mark, Matt, Mike.....Mate???"

A plea to conference organisers on behalf of delegates. Well, at least on behalf of those of us with ordinary eye-sight. Please make the names on our lanyards a little larger!

I attend a lot of conferences and so I wear a lot of lanyards. And like many delegates from one year to another, I might remember a face but often forget a name. I only see you once a year for a few days and often all too briefly waiting in the barista queue or heading to the breakout session.

Embarrassingly, I tend to forget the names of the very people who always remember mine. So event organisers, I beg you, please help me to at least pretend to remember Phil who I sat next to during last year's Gala Dinner on the Gold Coast or Jackie who I shared a cab with to the airport after the Sales Conference.

Despite wearing glasses I have pretty good eye-sight. But at many conferences, the names printed on the lanyards are so small that I can't tell if I'm talking to Mark or Matt. Is that Melinda or Melanie?

If the welcome function is outdoors and it's a little dark, then I've got no chance of even pretending to remember your name. God help me if it's a costume dinner and I can't even see if I'm chatting to Arthur or Martha!

And the location where the standard "around the neck" style lanyard usually hangs - or as I call it, the "OGLE" (Ordinary Geographical Lanyard End) is precisely in the one part of the anatomy where no delegate should be looking at for longer than a split second anyway.

The problem is not lanyard size. A lanyard need only be large enough for my name and possibly to store a pocket program or the business card that Josh (or was it John?) just handed me at Morning Tea.

The problem is font size. Can't we print my first name bigger - like much bigger? Perhaps dispense with all other information on the name tag altogether. Let me discover your surname, title or state through our conversation. That's why we have our names there in the first place. To break the ice.

I know my name already. The lanyard is so I get to know your name.

Although after some wild Gala Dinners it may well help for self-identification purposes too.

Till we next meet at a conference.

Andrew (or Anthony.....or Anthea if it's a little dark in your office).



For more information about Andrew and what he can do for you at your next conference email

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Platinum Networking Night



Date: 15th August 2013
6pm - 9pm

Venue: Sofitel Sydney Wentworth Hotel - 5th Floor
61-101 Phillip Street, Sydney

Limited to 100 guests
RSVP to beatrice@tmsap.com by 1st August 2013

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