



## Only on the Gold Coast

WITH so much happening, developing and re-inventing, the words whirlwind, welcoming and wow come to mind as the Gold Coast family came to a close yesterday - an experience that included three days of transfers by coach, vintage cars, boats, helicopters and Harley Davidsons.

Speaking of transportation, a new rapid, light rail system due to be up and running next year, is currently tearing up the road between Broadbeach, Surfers Paradise and Southport.

An eventual 16kms in length, the current traffic angst it is causing will eventually be outweighed by the enormous benefits the carriageway will provide.

A boon for conference delegates convening at the Gold Coast Conference & Exhibition Centre and staying in Surfers Paradise, or other locations along the route, as they will be able to enjoy a rapid 6 min ride.

Topping this off, many hotels are expected to comp delegate's tickets when they use the system.

In an only on the Gold Coast moment, specifications have been sent to the German carriage makers to have them fitted with surfboard racks.

All this is part of the Gold Coast City Council's Games Transport Strategic Plan, more of which was outlined last week in the lead up to the Commonwealth Games in 2018.

1.5 million people are expected to converge on the city for the event, during which time Gold Coast residents are being urged to walk or cycle to work for almost a month.

With five years remaining until the opening ceremony, a four metres tall clock has been erected at the beach end of Cavill Avenue, counting down to the 2018 Games - Jill.



## Groups key for Shangri-La

SHANGRI-LA Hotels yesterday invited meetings planners and pco's to experience a range of its global destinations, partnering with airlines, national tourist offices and DMC's in a special Sydney showcase at the Museum of Contemporary Art.

The hotel group's regional director of sales and marketing, Jenny Williams (pictured), told **BEN** that the industry had been very supportive of the concept, which allows Shangri-La to highlight its properties around the globe and their key attractions for group travel.

Yesterday's event included representatives from China, Dubai, Fiji, Hong Kong, Singapore, Malaysia, the Philippines, Thailand and Oman - each a key location for Shangri-La.

Airlines also took part, enabling attendees to quickly find the answers to questions about any prospective group travel requirements.

But that's not all - next month another group of Shangri-La properties will be in town, with



representatives from Paris, Vancouver, Tokyo and Singapore.

Hong Kong-based Shangri-La currently owns and/or manages more than 80 properties around the globe under the Shangri-La, Kerry and Traders brands.

Total inventory amounts to more than 32,000 rooms and the hotel company is also continuing to grow rapidly, with new additions planned in India, China, Mongolia, Qatar, Sri Lanka and the United Kingdom.

Williams said that Shangri-La offers a one-stop service to simplify event planning, with a 'Find A Venue' feature on the company website linking to a simple RFP form, which will be then handled by Shangri-La's professional event specialists.

## Pullman Cairns appoints Knowlson

THE former general manager of Mantra Amphora Resort and Spa at Palm Cove, Lisa Knowlson has been appointed director of sales at the Pullman Reef Hotel Casino in Cairns.

Previous to moving to Cairns 15 months ago Knowlson was general manager of the Aanuka Beach Resort at Coffs Harbour and gained more than eight years experience in a number of sales roles for The Mantra Group and Rydges Hotels in New South Wales and Queensland.



## Mantellato's honour

HELEN Mantellato, the Sydney Convention and Exhibition Centre's director of sales, has been honoured with an Order of Merit by the New South Wales Olympic Council.

The tribute is in recognition of Mantellato's outstanding contribution to the Olympic movement over the past 20 years and her work in helping stage a range of fundraising dinners at the Centre since 1993, the year that Sydney won its bid for the 2000 Olympic Games.

Mantellato joins a small and distinguished group of Australians who have been awarded the Order of Merit.

## Emirates themed experience to open



AN indoor aviation themed attraction, Emirates Aviation Experience, is to open in London this July.

The first of its kind globally it will be located at the south side of the Emirates AirLine in London, and will cover an area of almost 300 sqm, providing an insight into the operations and modern achievements of commercial air travel.

"This high-tech facility will bring to London a one of a kind insight into the dynamic world of aviation," said Tim Clark, president Emirates Airline.

"The purpose of this centre is to provide a fun, yet educational, overview of just what it takes to successfully get a 560 tonne aircraft off the ground and 40,000 feet into the sky.

Our aim is to explain the intricate science of modern aviation, in a hands-on, entertaining and instructive environment."

Utilising state-of-the-art technology, interactive displays and life-size aircraft models this immersive experience will incorporate several zones that will take visitors on an interactive aviation journey.

The Emirates Aviation Experience will also feature the world's first public facing commercial flight simulators including two Airbus 380s and two Boeing 777s, utilising full landscape visuals, allowing participants to practice their take-off and landing skills.

The centre will cater to people of all ages and will open to the public in time for the city's peak tourism period this July.



## Pete's bite

**AUSTRALIAN** food luminary and television personality Pete Evans has been retained to cater for special events at Watsons Bay Boutique Hotel.

The announcement was launched at a special bridal presentation hosted by fashion designer Collette Dinnigan recently

Evans will showcase some of his classic hits and explore some fresh dishes and new additions to his gastronomic repertoire.

Pete Evans modern Australian menu is matched by 32 room hotel's unrivalled harbour views and its quintessentially Australian setting.

## Como's visionary concepts

**COMO** Hotels & Resorts hosted a lunch at Mr Wong, one of Merivale's fashion forward restaurants tucked down Bridge Lane - a reflection of Como's founder, Christina Ong whose visionary concepts are evident in her hospitality collection.

The properties that Ong develops and manages include The Halkin in London, two Metropolitan hotels in London and Bangkok, Parrot Cay in the Turks and Caicos, Cocoa Island in the Maldives and three Uma experience resorts in



Bali and Bhutan.

Flip through their impressive brochure or check out their website and they form the perfect aspirational, incentive reward product.

Now, three new properties are to be added to the luxury collection in Florida, the Maldives and Thailand.

The expansion includes the group's first North American property, the 74-room Metropolitan by COMO, Miami Beach, set to open in mid-December and featuring a spa, yoga studio, restaurant and bar.

In the Maldives, a second resort will open in Oct dubbed Maalifushi by COMO.

Located on an eight hectare private island, it's the first ever property to be located in the Thaa Atoll, a 50 minute seaplane transfer from Mali airport.

It features 66 rooms including overwater accommodation, luxury suites and villas with private pools as well as land-based, beach facing villas.

While Point Yamu by COMO, Phuket will be the first of the three new properties to open this year, on track to launch in Sept and consisting of 106 rooms including 27 private villas - all with views of the Andaman Sea.

**Pictured** above is Elliott Miller, regional director of sales Australia COMO Hotels and Resorts at Mr Wong's restaurant, one in Merivale's Sydney portfolio.

## Glitz, crocs and cane toads

**FOR** the fifth year the Port Douglas Incentives (PDI) hosted a group of top conference and incentive industry professionals - part of its charter to educate the industry on the depth of product available in the Port Douglas and Daintree region.

Organised together with Business Events Cairns & Great Barrier Reef and Tourism Port Douglas Daintree (TPDD), they welcomed eight professional conference organisers on the four-day visit.

Participants enjoyed the very best of the region including the Great Barrier Reef with Quicksilver, the new Mossman Gorge Visitor Centre, a slippery encounter at the Wildlife Habitat and an awesome crocodile experience at Hartley's Crocodile Adventures.

These experiences were coupled with the region's finest off-site options including Flames of the Forest and Port Douglas Catering & Events.

"PDI is a proactive force when it comes to marketing Port Douglas as an innovative and unique destination specifically targeting business tourism events such as conferences, incentive travel, major events, corporate retreats and meetings," said PDI chairperson Natalie Johnson.

The group was accommodated at Sheraton Mirage Port Douglas Resort, Pullman Port Douglas Sea Temple Resort and QT Port Douglas and treated to a riverside lunch at Silky Oaks Lodge and tropical breakfast at the boutique Thala Beach Lodge.

"We even called on some non-members to add some extra wow.

"This included a scenic flight over the Great Barrier Reef with GBR Helicopters and a surprise

adrenalin rush on the final day with our good friend Grub from Grub's Personalised Trike Tours.

Sun Palm Transport also provided transfers throughout the region," Johnson said, adding that she believed it was a fantastic pre-cursor to the Business Events Cairns & Great Barrier Reef trade event.




**crumbs!**

**TRIED** melatonin, sleeping tablets and dietary changes? A new method to lessen the effects of jetlag, the bane of every business traveller, has been designed by Australian wellness personality, Skye Baird.

"Jetlag Recovery Yoga uses a series of movements, stretches and breathing techniques to help travellers readjust their body clock quickly," says Baird, whose clients include supermodel Kristy Hince.

"For the international corporate traveller who has just got off a long haul flight it offers a unique and rejuvenating start to their Australian itinerary."

Corporate event coordinators, Baird says have already found the wellness package rejuvenates tired bodies.

"Often groups land in Australia, particularly from the US in the early morning and rather than spend in excess of \$200 per person on pre-registration of a hotel, they can go from the airport to a yoga session overlooking Sydney's beaches or beautiful harbour," she says.

Packages can be tailored to all levels, from beginner yoga students to advanced practitioners, and customised to suit individuals or corporate groups.

Baird, who worked for Tourism Australia as its North American business events manager for many years, was inspired to design the new practice after her corporate clients complained of low energy, poor concentration and sleeping difficulties from constant travel.





# business events news

19th June 2013

## Malaysia RAWR award

**MALAYSIA'S** business events industry has launched its inaugural business RAWR Awards.

Announced by the Malaysia Convention and Exhibition Bureau (MyCEB) and the Malaysian Association of Convention and Exhibition Organisers and Suppliers, the Recognising Award Winning Results (RAWR) Awards 2013 will be held in September to recognise excellence, leadership, professional standards, innovation and best practices within the industry.

Covering four key areas of the business events industry, namely meetings, incentives, conventions and exhibitions, they include: Best International Conference Award, Best Trade Exhibition, Best Incentive Programme, Best Environmental Initiative Award and Best Event.

## CC appoints Dennis

**SYDNEY** and Melbourne-based pco, CC Conferences & Corporate Events has appointed Adrian Dennis to the newly created role of business development manager.

Dennis, who was previously with Gilpin Events, has worked in various roles in the corporate travel and hospitality industries, both in a sales and operations capacity in Australia, the UK and Europe.

He is completing a Masters of Event Management degree through UTS and holds an Executive Certificate of Event Management through ACEM.



## Hotel Stellar's game on

**BEST WESTERN PLUS** Hotel Stellar's evocative Greenlight Lounge was recently the venue to test Corporate Travel Management (CTM - an award-winning provider of



innovative and cost effective travel management solutions to the corporate travel market), staff's local trivia knowledge and explore the hotel's refurbished luxury suites.

At the hotel, situated near the corner of Hyde Park and Oxford Street in Sydney's style mile, the CTM team enjoyed canapés and beverages throughout the evening as they competed for trivia prizes; the ultimate one being a special overnight stay compliments of the hotel.

"We have recently refurbished all of our king and queen studio

apartments and Hyde Park suites, and it was great to be approached by CTM to host their trivia evening and give them a tour of our modern and stylish new hotel offering," BEST WESTERN PLUS Hotel Stellar property manager, Daniel Rosso said.

"We are currently refurbishing our entire hotel lobby and cafe to tie in with the local inner-city food and cafe scene.

"Our much anticipated cafe opening will be supported by skilled baristas and a new boutique coffee roaster," Rosso said.

# TONY WRAGG'S techTALK

Technology made simple for small business

## Major software changes on the way for iPhone/iPad

**APPLE** has introduced sweeping changes to the software powering of its iPhones and iPads and a new music-streaming service, seeking to blunt the advance of Google's Android mobile operating system.

The new 'iOS7' operating software features strikingly different visual cues with a flat and colourful design replacing a 3D opaque pallet that featured greys and blues.

It has a new edge-to-edge look that uses translucency to highlight underlying content, as well as new typefaces and new icons.

Notifications are available on the lock screen and a finger swipe from the bottom edge accesses the device settings. Multi-tasking and battery life are both improved.

The App Store in iOS 7 will now update apps automatically.

Siri, the voice-activated personal digital assistant, comes with all new male and female voices, a new look and is now directly integrated with Microsoft's search engine Bing.

Apple has improved the camera app in iOS 7, adding filters that can be used on



pictures and a new square mode so users can take pictures that come cropped into the square shape used on Instagram.

The Photos app has also been improved to automatically organise pictures by when and where they were taken.

The company also introduced iOS in the Car, giving users an improved way to control their device while they drive without having to look at their iPhone.

The feature will work with a number of new 2014 cars.

The new operating system is expected to be available for download sometime in spring.

*Story adapted from a Bloomberg article.*

To check out the latest tech news for small business visit Tony Wragg's TechTalk at -

[www.tonystechtalk.com.au](http://www.tonystechtalk.com.au)



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