



It's not just about the hotel!

HOW clever of Radisson Blu Sydney to



showcase not only their hotel to a group of pco's from Melbourne, Adelaide and Wellington, but to introduce other Sydney event venues and operators to them as well.

All part of a two-day famil I was invited on which included attending the Radisson Blu MICE Showcase on Wednesday evening - a progressive high-tea discovery of the Radisson's modern and historic venues, an event also attended by local pco's and corporate planners.

Rounding out the evening, the Cheeky Food Group, the Australian Opera and City Gym were also invited to present their products.

On Thursday, the famil group went on a site inspection of the Radisson Hotel & Suites, bordering Darling Harbour and then taken to experience some of Sydney's stimulating venues and activities - such as Aria Catering at Sydney Opera House, the Lindt Chocolate Café, the venues under the Argyle Exchange banner, including Saki for a memorable lunch, the many Merivale venues, including the funky speakeasy bar, Palmer & Co and team building company, Hidden Door.

There are lessons about this famil that other hotel operators might like to consider when it comes to choosing a hotel, planners are inclined to choose the destination first, the hotel afterwards, so smart move all round Radisson - Jill.



Saxon Mitchell, Leona Watson & Jim Coway pictured above at the Radisson Blu High-Tea.

PCOs urge Swan to rethink

MEMBERS of the Professional Conference Organisers (PCO) Association have added their voice to the chorus of concern at the recent reforms to self-education expense deductions announcement made by the Office of the Deputy Prime Minister, Wayne Swan.

They are urging the Federal Government to reconsider what they say is a retrograde step and to reconsider the implementation of this policy for the sake of the not-for-profit sector, the business events industry, and the Australian economy.

With the majority of PCO Association's business events hosted by not-for-profit organisations, Jennifer Milward, general manager, - PCO Association Inc said, "Our members collectively organise over 70% of the conference, meetings and business events convened throughout Australia per annum, with a spend by these business events customers worth in excess of \$10 billion per annum according to Tourism Research Australia.

"The majority of these business events are hosted by not-for-



profit organisations," she said.

The self-education reductions come on top of an industry already feeling the impact of various State Government cut-backs on conference attendance, so imposing an additional disincentive they believe means an adverse impact on the sustainability of Australian's not-for-profit sector.

The move is set to lead to a decline in the overall skill levels of Australian employees, adversely affect the young and those just starting in careers, and affect the competitiveness of Australian workers in the global marketplace and the viability of PCO business throughout Australia.

Other organisations which have expressed disquiet at the move include Meetings and Events Australia and EAAA.

Pullman re-defines

WITH a new logo inspired by the yin and the yang, an active commitment to design and art, and improved technology, Accor has unveiled a new positioning for its upscale Pullman brand as the network undergoes accelerated expansion.

Summarised by the term 'bleisure', a contraction of the words business and leisure, Accor has reimagined its Pullman brand to target today's more cosmopolitan, hyper-connected and mobile traveller.

Yann Caillère, ceo of Accor says, "Upscale and luxury segments are a key element of Accor's strategy.

"Sofitel's successful repositioning has given us strong credibility with our customers and investors in these markets.

"In 2007, we re-established Pullman. Now, we have overhauled its identity & service offer and made it a unique brand in a highly competitive segment."

Connectivity by Pullman has been designed to offer guests a high speed digital experience with free wifi and the latest entertainment devices.



IMEX's positive response to the OCEC

A venue model of the new Oman Convention & Exhibition Centre, the Sultanate's milestone project, scheduled for completion in 2016, was displayed on the Ministry of Tourism stand during IMEX in Frankfurt last week.

Rochelle Uechtritz, group manager, convention sales development of venue manager AEG Ogden said the project received positive feedback with many international organisations wanting to be part of the growth opportunities in the Arabian Gulf.

"Not only will this inspirational project open the world to Oman, it will open Oman to the world of business events.

"We have enormous confidence in Oman as a convention destination, given the involvement of Government, key stakeholders and the broader academic community with international organisations for many decades.

"Oman has a solid foundation of active Omani associations and societies that are crucial to the

support with bidding for international conventions with submissions being lodged to host medical and scientific congresses in 2017, 2018 and 2019 that will attract thousands of specialists to the capital city," she said.

Pictured are:

Khalid Al Zadjali, director of tourism events for Oman Ministry of Tourism (**centre**) and Rochelle Uechtritz, AEG Ogden (**right**) showcase the Oman Convention & Exhibition Centre at IMEX 2013.





A taste of Stamford



LAST week Stamford Hotels and Resorts held their annual roadshow styled 'A Sense of Discovery,' at a cocktail function for corporate planners and pco's, at the stylish Sir Stamford at Circular Quay.

The event, held in the classical ambiance of The Elizabeth Room with its hand made crystal chandeliers, provided an opportunity for planners to experience first hand the sort of hospitality they can expect, the spaciouly appointed accommodation rooms and their meeting venues and suites.

It also allowed the guests to meet and mingle with the Stamford team who were in attendance from all the Stamford hotels in Australia and New Zealand.

Heather Idoine, general manager, Sir Stamford at Circular Quay, talked of the importance in the hotel industry of position, explaining that all the Stamford hotels had been hand picked by the owner Ow Chio Kiat AO for their strategic locations.

"The high standard we set is not limited to the hotel location in a destination but it's also about our standard of cuisine, our luxury, our expertise and our warm standards of hospitality and service.

"With 80 different hotel venue

settings within our eight hotels, we believe there is a meeting and event facility that is perfect for you," she said.

Pictured at the event from left are: Angela King director of sales, Sir Stamford at Circular Quay; Leon Wood general manager, Stamford Grand North Ryde and Heather Idoine general manager Sir Stamford at Circular Quay.

Rusmice's Russia

A high-end incentives and small meetings program has been unveiled by Nemonic Concepts - 'St Petersburg: A Window on the West' - for groups travelling to Russia in conjunction with Rusmice, one of the Federation's premier destination management companies.

Designed to capture the imperial splendour of the Romanov dynasty and provide a glimpse into the city's Russian Revolution legacy, each individualised program showcases the city's iconic attractions, venues and unique cultural experiences including the tsars' royal palaces and gardens, performances by the captivating Mariniinsky Ballet Company, and a host of iconic city museums housing priceless Romanov artefacts, European art and historic exhibits.

See - www.nemonic.com.au.

Genua appointed EEAA president

DOMENIC Genua who has served on the board of the Exhibition and Events Association of Australasia (EEAA) for 11 years, including as treasurer, has been appointed as the new president, following the Annual General Meeting held at Doltone House in Sydney last week.

Genua who has steered the Sydney International Boat Show from strength to strength, is the marketing and events manager at the Boating Industry Association of NSW and brings high-level knowledge and skill to the presidency.

Matt Pearce who held the role of president for the last five years will continue to play an active role on the EEAA board especially in its advocacy program.

"Matt has played a leading role in sharpening the focus of the Association over recent years.

"He has contributed generously to the volunteer board and helped to build the effectiveness of the Association," said

Exhibition and Events Association of Australasia chief executive, Joyce DiMascio.



IT may sound voyeuristic and somewhat patronising, however an increasing number of people are including a slum visit on their travel itinerary.

This trend for tourists from wealthy countries to visit slums in countries like India, Brazil and South Africa has been steadily increasing over the last few years.

The practice, however has stirred a great deal of controversy with critics accusing the industry of "turning poverty into entertainment, something that can be momentarily experienced and then escaped from.

Proponents argue, however, that ignoring poverty will not make it go away.

Harold Goodwin, director of the International Centre for Responsible Tourism in Leeds, England told the New York Times, "Tourism is one of the few ways that you or I are ever going to understand what poverty means.

"To just kind of turn a blind eye and pretend the poverty doesn't exist seems to me a very denial of our humanity," he added.

Tourism Portfolio appoints Singh

LISHA Singh has joined Tourism Portfolio as their Sydney-based business development manager.

In her role Singh is responsible for driving conference sales to Tourism Portfolio's broad range of Australian and international venues, destinations and event suppliers.

A former NSW chair of the Young Australian Tourism and Export Council (YATEC) - she joins the organisation after three years with Emirates Wolgan Valley Resort & Spa, most recently as sales support executive.





Los Angeles on the move

LOS Angeles, is continually on the move in its accommodation and entertainment development and even more so this year with properties such as The Moment in Hollywood, a new Broughton Hotels boutique property opening in June with 39 rooms.

Then Downtown there's The LA Hotel, which completes a \$20 million renovation and rebrands itself as a Hyatt Regency, in spring.

Also downtown the hip, artsy Ace Hotel opens in a new location on Broadway, in the United Artist building (pictured), and will be remodelled to include 180 hotel rooms and a 1,600 seat entertainment venue.

The Los Angeles location will open in 2013 and is the second



Ace Hotel location in California.

Looking ahead to 2014, the \$172 million, 373,000 sq foot hotel project in the heart of downtown Los Angeles - Residence Inn and Courtyard by Marriott is slated to open in summer 2014.

The new hotel development comprises a 23 storey high-rise housing a 174 room Courtyard by Marriott and a 218 room Residence Inn by Marriott, including 11,754 sq foot of meeting facilities and 5,100 square feet of restaurant space.

Meanwhile, coming is the highly anticipated 3D experience "Despicable Me Minion Mayhem."

A 3D Ultra-HD motion simulator ride, it is being adapted after the one at its sister park, Universal Orlando Resort.

Mikkelson to Hilton

RYAN Mikkelson has been appointed as hotel manager for New Zealand's Hilton Lake Taupo.

With an extensive background in hospitality and nine years within Hilton Hotels & Resorts, Mikkelson's appointment comes after holding the position of director of business development for Hilton Auckland and Hilton Lake Taupo since November 2010.

Arctic voyages

UP to 25% discount is being offered by Peregrine at the launch of its 2014 Arctic voyages, on journeys booked before 31 July.

The range, which affords travellers the chance to journey to Spitsbergen, Greenland, Iceland, the Canadian Arctic or the North Pole, also includes three brand new itineraries.

"We're really excited to give our clients a wider range of Arctic adventures to choose from," said Ken Ismail, Peregrine's head of operations.

"It's an incredible part of the world, and if the discount encourages more people to get out there and see it, that's all we can ask."

Peregrine has also added a new ship to their fleet, the Sea Explorer.

Described as an elegant ship for those who enjoy a little more comfort on their adventures, every cabin has views and en suite facilities, and the ship only holds 111 guests for an intimate experience in the Arctic.

Tjapukai seeking Indigenous museum

TJAPUKAI Board chairman Bruce Glanville announced in Cairns recently the Board's intent of the Tjapukai Aboriginal Cultural Park to become the site of Australia's first national Indigenous museum.

The proposal to build Australia's most comprehensive exhibition of Aboriginal and Torres Strait Islander culture and history, using state-of-the-art interactive technologies and drawing on artefact collections across the globe, would involve traditional owners from around Australia.

"We believe a national Indigenous museum could be central to the reconciliation process by becoming a centre of learning, engagement and interaction that would give all Aboriginal and Torres Strait Islander people a place where they can proudly celebrate their culture and display it to a wide audience," Glanville said.

With Tjapukai in the first stage of a \$12 million transformation to become Australia's leading venue to experience Aboriginal and Torres Strait Islander culture, Glanville continued, "A national museum is a perfect fit as it would have an immediate global audience, complement the authentic cultural experiences at Tjapukai Aboriginal Cultural Park and provide more employment for Indigenous people."

Quest enters Rocky

QUEST Serviced Apartments Rockhampton, located in the centre of town, is on track to open mid-August.

The property will offer 73 studio as well as one and two bedroom apartments.

Rockhampton local Gerry Burke has also been appointed as sales and marketing manager.



Each month Business Manager for inPlace Recruitment, Ben Carnegie, writes his observations from the recruiters perspective to help job hunters find the perfect job.

Ben has over 15 years working in 5 star hotels and the MICE industry and has worked on some of Australia's biggest events - visit www.inplacerecruitment.com.au.

DO you know how much emphasis is put on the non-verbal language given in an interview?

A lot more than you may have ever thought!

Recent studies show nearly 50% of the reasons why people fail to gain a job offer come from lack of company knowledge but less than 10% of the judgement is based on what you say.

We all love to think we have a great 'poker face' but the reality is that almost all of us have habits that come out when we are nervous.

Weak handshakes, fidgeting, physical barriers like crossing your arms, the confidence in your voice, lack of eye contact and the way you groom yourself and dress are all 'tells'.

If you don't know your own, ask the people around you, chances are they will.

Being conscious of your habits means you can take control of them and this will increase your chance of success substantially.



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