



## The appeal of Shirley

IN a note from Alfred Merse Wrest Point's markets manager -



conference & banquets, who as president of the SKAL Club of Hobart and about to represent the club at the World SKAL Congress on board the Carnival Glory, writes of Wrest Point's experience of hosting the Shirley Convention (**BEN** 16 Sep).

"The Shirley Convention was held at Wrest Point in October 2011 and exceeded all expectations, both of the organisers and we, the venue," he said.

"This wonderful group of Shirleys spent in excess of \$80,000 on property, on accommodation and meeting and catering costs.

"At the time it was their most successful conference - a testament to Hobart and Tasmania as an attractive destination, and the appeal of Wrest Point as a great venue for social conventions," he said.

By the way, the SKAL Congress cruise, which embarks on a six day voyage from New York to Canada and return, is expecting around 1,100 delegates of whom around 200 will be Australian Skalleagues - Jill.

## Vanuatu comp to end

**TODAY** is the last day to get all of your answers in for the Vanuatu competition which has been running for the past six weeks in **Business Events News**.

The questions are online at [businesseventsnews.com.au](http://businesseventsnews.com.au) for anyone who has missed any of the last 17 issues, while today's final creative question can be found on **page three**.

Email all of your responses by midnight tonight to [comp@businesseventsnews.com.au](mailto:comp@businesseventsnews.com.au) for your chance to win a holiday for two people to Vanuatu, courtesy of Air Vanuatu and the Grand Hotel & Casino.

## ICC's modifications & submissions

**PROPOSED** modifications were released yesterday to the interim Glebe Island Expo convention, exhibition and entertainment facilities at Sydney's White Bay.

Modification to the \$45m development, provide for another 1,141 square metres of exhibition space, as well as allowing access and servicing arrangements.

Changes to the approved plans include reconfiguration of the proposed prefabricated pavilion style hall structures, with the Glebe Island portion of the site including five interconnected structures (Exhibition Halls 1-5) and a separate administration building to the west of the access road adjacent to Hall 5.

The height across most of the project has been scaled back from the originally planned 15 metres to 10 metres.

### Safety in numbers

**THE** Gold Coast Convention and Exhibition Centre (GCCEC) was the venue recently for the Safety Managers Forum - an event that brought together some of Australia's premier venue safety managers.

GCCEC safety manager Adi Tal said, "The forum provides us with a great opportunity for our peers to discuss pressing concerns and initiatives on how we can stop unfortunate incidents from reoccurring; therefore prevention through education and sharing of information is vital."

Topics discussed included contractor management and induction, management of plant and equipment, event risk management, construction and rigging activities, WH&S legislation and the Exhibition & Event Association of Australasia (EAAA) safety program.



Changes to improve car parking, access and servicing arrangements, and changes to service provision with proposal to be 100% powered by generators for events and mains power limited to non-event days have also been made.

**MEANWHILE** the development application for the proposed International Convention Centre (ICC) hotel is now on public exhibition at the Department of Planning and Infrastructure.

Part of the NSW Government's vision for the 20-hectare redevelopment site at Darling Harbour, submissions for the development of the harbourside hotel, scheduled to open in late 2016, can be made until 4 November.

The elegant single tower hotel dressed in a lacework glazed glass and steel façade and crowned by a 'lantern' that will light up the city skyline at night, will include panoramic views from up to 656 rooms.

### ITB partners with Marina Bay Sands

A strategic three-year partnership between 2014 Messe Berlin (Singapore), organiser of ITB Asia and integrated resort, Marina Bay Sands, has been announced.

The next three editions of ITB Asia will take place at the Sands Expo and Convention Centre, Marina Bay Sands, Singapore, from 29 - 31 October 2014, 21 - 23 October 2015 and 19 - 21 October 2016.

Info at [www.itb-asia.com](http://www.itb-asia.com).

## Don't freak out!

**MEA** is organising a complimentary webinar for those who find it hard to present in front of an audience.

Matt Abrahams, Stanford University educator, communications coach and author of *Speaking Up Without Freaking Out*, will share how to confidently engage audiences and encourage participation while still delivering your message in a compelling way.

In this live, interactive webinar you will learn: Techniques for priming your audience to participate; How to respond to audience input and questions; Activities that invite collaboration without losing control; Skills for handling challenging interactions.

This will be held on 26 Sept at 1pm - email [mea@mea.org.au](mailto:mea@mea.org.au).

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## SCDL seeks new chair

A targeted search is to be conducted for a new chairperson with the right qualifications in tourism, to head up Qld tourism organisation Sunshine Coast Destination Ltd (SCDL).

The move follows the decision of current chairman, Barrie Adams (pictured) to step down at the SCDL annual general meeting in November, after almost three years on the Board.

The new chair will help guide SCDL through a new era of progress and development



## New leadership for AACB

A new leadership team was elected at the recent Association of Australian Convention Bureaux (AACB) annual general meeting, with ceo of Business Events Sydney, Lyn Lewis-Smith (pictured) moving from vice president to president.

Stuart Nettlefold, ceo of Business Events Tasmania, was appointed vice president, while Karen Bolinger, ceo of the Melbourne Convention Bureau, continues as AACB's Treasurer.

Lewis-Smith said she was honoured to be elected president and represent Australia's 15 convention bureaux on the national and international stages.

"I come to the presidency at a very exciting time for our industry: we have a new federal government that I am eager to work with to enhance Australia's proposition within the international business events market and contribute to our own knowledge economy; many Australian cities are welcoming new or enhanced meetings infrastructure; and we are working hard to grow business from the booming Asian market.

"Our local minds are firmly set on strategies that will write the future success stories of our



industry globally!"

Outgoing president Damien Kitto, ceo of the Adelaide Convention Bureau, was thanked for his efforts and hard work in leading the executive team for two consecutive two-year terms.

## Flinders' new quarters

**SINCE** 1889, Flinders Hotel on Victoria's Mornington Peninsula has endured devastating fires, collapsed beach bars and more than a few colourful locals, but its spirit of survival and the many stories it has to tell, saw it welcome in a new chapter last year.

It was a time when the iconic multi-purpose hotel underwent a comprehensive renovation transforming it into a culinary destination.

The architecturally designed hotel is one that takes its inspiration from its natural surrounds.

Quarters@Flinders offers 40 contemporary rooms for corporate and leisure guests, while for corporate functions the versatile Peninsula room has space configured to suit small gatherings through to large cocktail functions.

It comes with its own marble bar, lounge area, parquet dance floor and state of the art equipment.

Added to this is their One Hat restaurant Terminus and their proximity to lots of wineries, rolling green hills and the fact that the Flinders Golf Club is a two minute drive away.

## Garuda's new terminal

**INDONESIA'S** national airline, Garuda Indonesia has announced that all passengers flying into Bali will now arrive at the new international terminal at Ngurah Rai International Airport, Denpasar.

However, international departures will not commence until 29 September with passengers leaving Bali continuing their check-in at the existing international terminal until 28 September.



**DON'T** like to look like a tourist when travelling?

Travel technology company Triposo who make smartphone Apps containing maps, recommendations, currency advice etc, is crowdfunding a belt that acts as a street directory, with turn-by-turn GPS instructions.

It would plug into a travellers smartphone and use the Triposo app for directions.

The belt will buzz in the front, back, right, or left to tell travellers where they should go.

The project, which is seeking to raise \$10,000, has so far raised over \$1,250.

So belt up, and in 150 metres from the Il Vittoriano monument in Piazza Venezia Square is the Hotel Mancino!

## Knowledge solutions

**UNGERBOECK** Software is taking a new approach to help customers find the answers about their software.

To this end they have introduced an interactive Knowledge Base that allows users to search for information, ask questions and have ongoing conversations with other software users and Ungerboeck employees.

"Because our software is highly configurable, it becomes unique to each customer – and customers are given the opportunity to further tailor the software after they've been using it," explained Krister Ungerboeck, Ungerboeck Software ceo.

"This new interactive tool gives customers the user manual functionality that they want, paired with peer reviews and industry best practices.

"It becomes a living, breathing resource that offers greater insight than any static user manual could ever deliver."



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# business events news

20th September 2013

## Millennium triples its offerings

'BED, Breakfast and Broadband' is being offered by Millennium Airport Hotel Dubai after hotel management noticed a steady



rise in the number of guests requesting free wifi, an outcome that mirrored a survey earlier this year by online booking portal hotel.com.

Now installed throughout the hotel, this has now been extended to business travellers, as a part of its latest Triple B promotion.

The survey took in the views of 8,600 travellers across 28 different countries and found that 67% of respondents chose free wifi as the facility they most wanted to become standard throughout all hotels, when travelling on business.

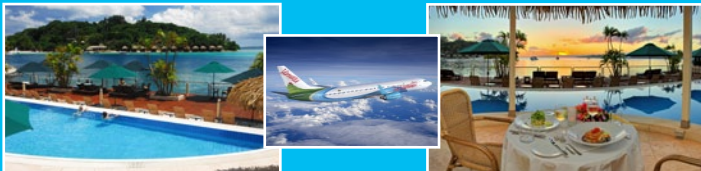
"That statistic resonated with us.

"Moreover in 2012 only 38% of travellers considered free wifi an absolute must when booking a hotel, but this year that figure was up by 18% to 56%, so the trend to us is very clear," said Simon Moore, general manager, Millennium Airport Hotel.

"Our Triple B promotion actually covers all bases, we've included complimentary breakfast, and free airport shuttle for good measure," added Moore.

The hotel's full wireless connectivity spans across 341 rooms, eight food and beverage outlets, the pool area and includes the hotel's new wing which is adding 225 rooms to the hotel's overall inventory.

## WIN A TRIP FOR TWO TO VANUATU



During the months of August and September, **BEN** is giving one lucky reader the chance to win an amazing holiday for two people to Vanuatu, courtesy of **Air Vanuatu and the Grand Hotel & Casino**.

The prize includes Air Vanuatu return airfares from Syd/Bne/Mel to Port Vila, and five nights accommodation in a Harbour View Room including breakfast daily at the Grand Hotel and Casino.

Air Vanuatu offers daily flights from Australia, just over 3 hours away. Complimentary inflight service and the friendliest smiles in the Pacific!

Grand Hotel and Casino offers a relaxing yet sophisticated setting, in a prime waterfront location in the heart of Port Vila. The hotel is central to Port Vila's business and entertainment district and just 200 metres to the markets. The Grand's business facilities cater well for small groups and conferences. With water views from every room, the hotel also features an outdoor pool, Aromessence Day Spa, Crystals Restaurant and Hemisphere Bar. The Grand Casino also offers the very best in gaming facilities.

**Q18. In 30 words or less, tell us why The Grand and Vanuatu offer a great venue for meetings & incentives**

Email each of the daily questions and the final creative response by Friday 20 September to:

[vanuatu@businesseventsnews.com.au](mailto:vanuatu@businesseventsnews.com.au)

[Click here for terms & conditions](#)



## Confessions of a compulsive conference-goer

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

### WHERE'S MY ONESIE?

**COSTUME NIGHT.** Two words that inspire dread and downright horror in the minds of any sane conference-goer.

As delegates flick through the conference invite email, most will inevitably sigh loudly upon seeing that dress-up is required. The conference world's answer to Rugby League's "Mad Monday" celebrations.



Andrew is pictured as Woody from Toy Story (middle) at a Cartoon Dress-Up Night with Shrek and SuperMario.

Yet I have a confession to make. I kind of like them. Pirates, Wild West, Sci-Fi, 70's, Movie Stars - I say "bring it on!!!" And before you judge me harshly and decide that it's people like me who lead to people like you scouring the local costume shop for a KISS wig and costume, let me explain.

Like most of you, the thought of getting dressed up in 'fancy dress' does not excite me. Searching the local \$2 shop for a cheap Dracula cape and teeth is not my idea of a fun day out.

And the thought of schlepping a Wizard's outfit to Hamilton Island does not fill me with excitement.

And the idea that I need to walk through the public hotel lobby out to the pool area in a tight ABBA outfit is not why I got into the conference industry all those years ago.

But what I love, despite the curses and complaints that lead up to the night, is the impact it always has on the camaraderie of the conference. I've never seen them fail.

The ice is broken immediately, the inherent awkwardness of having to meet and mingle with your co-workers or even total strangers from your industry association dissipates in one instant.

The conference dinner becomes what it should be - an opportunity to network and connect with new people.

Everyone laughs when another 'character' arrives, immediately you have a conversation starter and ultimately conference stories and legends are born.

Years later people will still be recalling "that Bollywood Night when Noel dressed as Mahatma Gandhi" or wondering "what the sales guys will do this year after last year's effort as The Wiggles?"

And while I admit doubting my commitment to my client recently as I stood in the searing Gold Coast heat dressed in a full-length Wookiee costume, I knew that it was all for the good of conference camaraderie.

So next time you are stuffing a Penguin Onesie into your suitcase or trying on that Austin Powers outfit, remember it'll be alright on the night.

For more information about Andrew and what he can do for you at your next conference email [andrew@lunch.com.au](mailto:andrew@lunch.com.au) or visit his website at [www.andrewklein.com.au](http://www.andrewklein.com.au).



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