



Are you being served?

HOTEL

butlers, when they were introduced into Australia's luxury brand hotels back in the 90's, were not a huge success.

And it wasn't because they didn't have the right attitude or qualifications; the problem was the Aussie guests who shied away from being waited on.

The butlers, with little to occupy their time, found themselves working on the concierge desk.

On the whole, Aussie travellers appear to have a natural aversion to someone rummaging around in their suitcases, opening their drawers, hanging or ironing their clothes or – quelle horreur, running their baths.

It was Australia that introduced tea and coffee making in hotel guestrooms.

We certainly didn't want a stranger waking us up with a cup of tea, or having to stay alert to a door knock so as to ensure our nakedness was covered.

Not so in Europe where they are used to such niceties.

Now, in newly emerging China, the butler is alive and well with The St. Regis Chengdu appointing George Edward Wahalatantri as the hotel's chief butler - in charge of a team of 27 butlers and service staff.

Mr. Wahalatantri's impeccable credentials and experience make him perfectly suited to deliver the high level of white-gloved service expected of the hotel brand.

Trained in the English tradition, the St. Regis butler services are accessible at any hour.

"Expectations will far be exceeded," assures the St Regis. I'm keeping an open mind. *Jill*



Cairns Convention Centre win

THE

International Association of Convention Centres (AIPC) has given the Cairns Convention Centre this year's AIPC Apex award, recognising the facility as the World's Best Congress Centre for 2014.

The announcement was made at the AIPC's annual General Assembly in Berlin this week, with gm Ross Steele saying it was a "fantastic honour and accolade for Cairns and the dedicated, hard-working AEG Ogden team that runs the venue."

The AIPC Apex award is made every two years, on the basis of a comprehensive analysis of centre performance, based on customer satisfaction surveys.

International market research company Ipsos undertakes an independent "blind" evaluation process, with criteria including centre facilities and project



management capabilities as well as catering and technical capacity.

"As the award is measured by client satisfaction, this ongoing endorsement of world class standards and consistent quality is outstanding recognition in the face of increasing competition," Steele said.

He added that with the centre coming on top of 170 leading venues in 54 countries, this "also provides significant credibility for Cairns as an international convention destination."

We ♥ Hayman Is

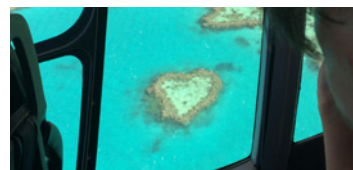
THE makeover of Hayman Island in Queensland's Whitsundays, which has seen the iconic resort relaunch under the One&Only brand (**BEN** Wed 02 Jul), has certainly lived up to expectations.

BEN was on location for the launch ceremony on Wednesday, which included a ceremonial flag raising by Qld tourism minister Jann Stuckey - [CLICK HERE](#).

Hayman's picturesque main pool has undergone a makeover, complementing the Pool Wing where all the rooms have been combined into massive suites.

And you can't beat the location, as evidenced by this pic taken during a helicopter detour to the Great Barrier Reef en route back to Hamilton Island yesterday.

See [page 2](#) for more.



Heron joins The Star

IN AN effort to invigorate the property's presence and further cement the position of

The Star in the Australian market, Jayson Heron has been appointed director of sales.

Charged with leading The Star's sales team, Heron brings with him a wealth of industry experience from across a number of leading tourism, hospitality and events organisations.

Heron's most recent role was national director of sales for Hilton Worldwide and he has previously worked with the Hilton Sydney and Crown Entertainment Complex Melbourne.



A Tropical Recipe for Event Success!

Business Events Cairns & Great Barrier Reef invites you to attend our annual showcase and discover the tropical recipe for event success.

BRISBANE

Tuesday 22 July 2014, 12:00pm – 2:00pm
 Customs House, 399 Queen Street

SYDNEY

Wednesday 23 July 2014, 12:00pm – 2:00pm
 Star Room, above IMAX, Darling Harbour

MELBOURNE

Friday 25 July 2014, 12:00pm – 2:00pm
 Eureka 89, 7 Riverside Quay, Southbank

A cocktail lunch will be served.
PLUS one lucky guest at each event will **WIN** a trip for two to Cairns & Great Barrier Reef.

BUSINESS EVENTS
 CAIRNS & GREAT BARRIER REEF.
 The natural place to meet





business events news

4th July 2014

Indonesian VOA up

EFFECTIVE immediately the standard fee for a Visa on Arrival into Indonesia has increased by US\$10 to US\$35.

Authorities say despite the increase the country still offers "exceptional value for money".



IT'S no secret that for many of us getting up and speaking in public is about as death defying as having to jump off a tall building without a safety net!

New Zealand based motivational speaker John Shackleton said a study conducted in the USA on phobias put public speaking in its number one spot, with 19% of respondents naming that as their top fear.

"That is 3% higher than those that said they feared death most, and 6% higher than those that hate spiders and other creepy crawlies," he said.

Shackleton lists five points to help make presenting a more pleasant experience:

Preparation: Prepare every aspect of your talk, from introduction to anticipating the questions you might get asked at the end.

Practice: Great speakers practice until they can't get it wrong.

Psychology: Know your audience, and if you don't know them, find out about them so you can use the best approach to appeal to and interest them.

Physiology: Stand tall, head high, look them in the eye, project confidence and authority so that you are truly believable and authentic to your audience.

Practicalities: If using slides, whiteboards or flipcharts to enhance your presentation, make sure they are located correctly, your computer presentations are working smoothly, that the audio equipment is functioning – don't let external factors let you down.

Learn about Powerful Presentations, 18 September at Waipuna Hotel and Conference Centre, Mt Wellington, Auckland - see www.johnshack.com.

Cambodia for MICE

THE opening in September of the New Hill Resort and Spa on Victory Hill in Sihanoukville, Cambodia will, it is said, give a major boost to the MICE market.

Providing numerous meeting options with sweeping views of the Bay of Thailand and overlooking Cambodia's biggest port, the 122-room resort will be managed by the Asia Initiative Corporation (AIC), a local hospitality consortium which currently has four properties including the Angkor Heritage Boutique Hotel, the Hollywood Angkor Boutique Hotel and The Bong Thom Homestay - all in Siem Reap.

The New Hill Resort will cater for more than 500 delegates or exhibitors in numerous meeting, banquet and conference rooms.

Seng Kha, director tourism department Sihanouk Province said, "Sihanoukville's reputation is growing on the global market,

"In 1991 we had just 34 rooms available for tourists. Now there are more than 5,000."

Peerless Pier One

THE newest addition to Marriott's growing ensemble of hotels in the Autograph Collection, Pier One Sydney Harbour, is to embark on a seventeen-week beautification process to improve its lobby, dining and bar facilities.

To be carried out in stages, the new lobby and bar will be the first areas to be completed.

In order to ensure a smooth transition and minimal guest interruption, the hotel reception will be relocated to the Bridge Room on level 2 for eight weeks.

From next Monday guests will enter the hotel via Lower Fort Street instead of Hickson Road.

As the hotel transitions through this renovation period, gm Kim Mahaffy has invited Chris Dodds, currently executive chef at the Renaissance Phuket Resort & Spa to showcase his award-winning culinary expertise for a four-week residency from 10 July.

Hayman reimaged

ONE&ONLY Hayman Island pulled out all stops on Wednesday night when it hosted its first major function to launch the new resort.

Aussie songstress Christine Anu made a special appearance at the intimate event which took place in "Fire," Hayman's signature restaurant.

These pictures were taken during the event, with lots more on our website and at [facebook.com/BusEvNews](https://www.facebook.com/BusEvNews).



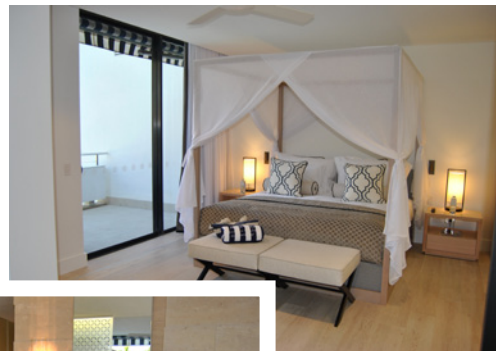
ABOVE: Anna Guillan and Dean Walsh from One&Only Hayman welcomed the first guests.



LEFT: Officiating at the opening was Queensland tourism minister Jann Stuckey, who's pictured with Hayman gm Guenter Gebhard, Mulpha's Seng Huang Lee, local member Jason Costigan, One&Only chief operating officer Mark DeCocinis and Kerzner International ceo Alan Leibman.

And now for the rooms...

RIGHT: The made-over Pool Wing now features spectacular suites, with light, summery decor and beautiful furnishings.



BELOW: Guests can pamper themselves in the huge bathrooms.



BELOW: A room with a view - of the famous Hayman Pool which has also been revamped.

Ground floor suites feature a fabulous "swim-up" deck.

IT'S not just the rooms that have been upgraded at One&Only Hayman.

Public areas including the central lanai, the "Bar 50" lounge area have an inviting new decor, while the fitness centre, restaurants and the One&Only Spa are also all new, creating a new level of indulgence for guests.

The Beach Villas and the freestanding Beach House provide a new level of luxury, and the villas are partnered with Retreat Rooms directly behind to create the "perfect Australian beach holiday for families."





GENerating Change

Director of Conference Focus, Max Turpin is sharing his insights on a range of topics with a regular column in **BEN**.

Topics will include new generation events and making events effective and valuable.



Events Need Innovation Part 1

THIS regular column talks about generating change in the meetings and events industry and the influence of younger generations (Gen Y) and new technologies which should be affecting the way meetings, conferences and events of all types are planned, staged and delivered. In this first of a series of articles on the subject, I'll give you my thoughts on why it's hard to change the meetings industry and why so many events are stale and lack innovation.

People don't like change.

Many people fear change as much as they fear public speaking or spiders. In an industry that hasn't transformed much in the past forty years, change isn't natural to the world of events. It's simply easier to keep doing the same-ole, same-ole and reverting to what's comfortable and been done before.

Most people don't regard the role of an event planner as a skill. There are no official qualifications required to become an event planner. As a result, this makes it difficult for event planners to be held in high regard and have the power and influence to effect change.

Everyone's an event expert.

When it comes to events, everyone has an opinion on how they should be run and thinks they can organise one. Maybe that's because everyone attends events. As a result, any suggestions or 'new ideas' are not new at all – they are likely skimmed from someone else's event. That's not

innovation, that's copying.

Very few event owners are Gen Y. New and younger generations tend to drive change in every industry and I'm sure this will be the case with events. However, whilst those attending events are getting younger, they are not yet event owners. So long as older Gens remain decision makers and the ones calling the shots, events will be designed and produced using the same old formats and agendas.

Event planners plan, they don't create. The traditional role of the event planner is to manage hospitality and logistics. They are looked upon and consider themselves as executors and not creators of events. That's clearly evident by the way they're asked to "organise" an event. They're never asked to "create" one. When was the last time you heard this: "Forget last year's event. Let's create a fresh, new one." That's right. Never.

More to come in the next article on why it's so hard to change the meetings and events industry and why so many events have become predictable.

If you'd like to learn more about how to make your events fresh, innovative and effective, please contact Max Turpin at Conference Focus on 02 9700 7740 or visit the website at conferencefocus.com.au.



Tapping into Tapastry



ALL the senses came into play on Wednesday night when the Pullman Quay Grand launched a new and vibrant way to dine with its Tapastry menus combining artistry and gastronomy in the spirit of sharing and conviviality.

The menus were introduced by Pullman's Culinary Ambassador, Justin North - **pictured** above right with Wayne Taranto, general manager of the hotel.

North created a menu of ten dishes that will use Australia's best available regional produce, while each of the Pullman hotels' executive chefs have created four more meals highlighting each the region's best produce.

"It's not all about me," said North. "My role is to support and inspire Tapastry ideas with our chefs and about engaging with the community and producers."

The Tapastry concept is one that is being rolled out across the Pullman brand and will "place the spotlight on regional producers and weave together producers from all across Australia in a celebration of the diverse ingredients available throughout the country," North said.

At the launch, glasses of regional fine wines were matched with small, colourful works of art - fried fillets of whiting and

Hawkesbury Calamari with chilli salt and lime aioli; a selection of Byron Bay Artisan Salumi and pickles; roast Northern Rivers pork belly; slow cooked octopus and miso eggplant; and Earl Grey ice cream with Zokoko chocolate and salted caramel.

Auckland APCCVIR win

A SUCCESSFUL joint bid to host the Asia Pacific Congress of Cardiovascular and Interventional Radiology (APCCVIR), will see eight hundred medical specialists arrive in Auckland in March 2018.

Securing the rights to host the event, Auckland Convention Bureau (ACB) worked with the Interventional Radiology Department at Auckland City Hospital, with support from Tourism New Zealand's Conference Assistance Programme (CAP) bid fund.

Tourism NZ International business events manager, Bjoern Spreitzer, said the organisation had significantly increased its work in the business events sector, with the goal of attracting more high-value delegates.

"Working alongside Auckland City Hospital and ACB to secure a conference of this prestige is exactly the result we are seeking from our new activity," he said.

CONTACT US:

Publisher Bruce Piper	Editor Jill Varley	Contributor/Coordinator Alex Walls
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For advertising enquiries email Sean Harrigan & Katrina Ford:
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.

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