



Goodwill hunting

THERE was a time when you arrived at a hotel reception desk and received some token of recognition if you had stayed there before; I can't remember when that last happened.



Today, with advanced check-in systems and customer loyalty programs, you would think it not only par for the course but automatic that a previous guest's name would be highlighted on the day's registration list.

Imagine my surprise when I arrived at Melbourne's Crown Metropal last week to overnight prior to a Business Events Victoria Gippsland famil.

The receptionist smiled warmly and said, "Welcome back Ms Varley."

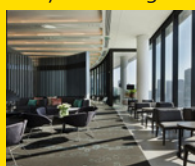
I nearly fell over.

It was just a small gesture but having made me feel a little bit special, I'd have positively skipped to my room.

But it didn't end there; she then continued, "We've upgraded your King room to a suite with access to the 28 Skybar Lounge (pictured)."

Suppressing the need to jump across the desk and hug her, it was then that gm Harley Moraitis appeared to say welcome back and add that the WiFi was complimentary.

How effective is even the smallest of goodwill gestures? *Jill*



Consulting firm partners up

A **NEW** consulting firm for the conference and events industry is partnering with independent consultants for specific client needs.

warrenwilliamsconsulting began trading in January and md Warren Williams told **BEN** with 12 major clients and growth expected this and next year, there was no cap on the number of quality independent consultants, or those in the industry between positions, the company looked to have on its books to handle 'hands on' aspects of event management it was unable to accommodate due to its focus on high level strategic consulting.

Williams said the company hoped to be able to put forward the names of two to three consultants for such work to a client, with 30 having been selected through a vetting process since its launch.

This was not a free service, but was not expensive, he said, with fees dependent on the job.

warrenwilliamsconsulting was based in Sydney but would operate around Australia and in New Zealand, the company said.

Williams said the firm's points of difference included his experience in the industry and the company's independence from publications or event companies.

Canberra wins \$2.5m conference

CANBERRA will host the International Conference on Nanoscience and Nanotechnology next year, estimated to be worth \$2.5m to the ACT region.

To be held from the 07 to 11 Feb 16 at the National Convention Centre Canberra, about 1,200 delegates were expected to attend, including 100 international delegates.

To help host the conference, the state government would provide \$10,000 to the Australian National University, the Research School of Physics and Engineering of which headed the bid, with support from the Canberra Convention Bureau (CCB), the CCB said.

Sheraton fly through

FOUR Points by Sheraton Sydney at Darling Harbour has released a "flythrough video" showcasing the property's expanded convention space, set to open in 12 months.

General manager David Fraser said the works were making good progress, with the new spaces helping address the reduction of facilities in the Sydney CBD during the construction of the city's International Convention Centre.

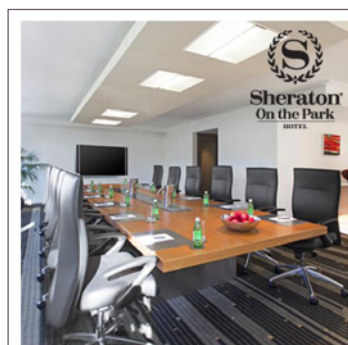
He said convention and meeting planners could be assured the hotel would be offering a "world-class convention and exhibition space" in Sydney by May 2016.

To view the fly-through, **CLICK HERE**.

Tasmania delegate boosting resources

BUSINESS Events Tasmania has provided delegate boosting resources on its website, including free pocket information guides, Tasmanian postcards and a delegate website.

CLICK HERE to access.



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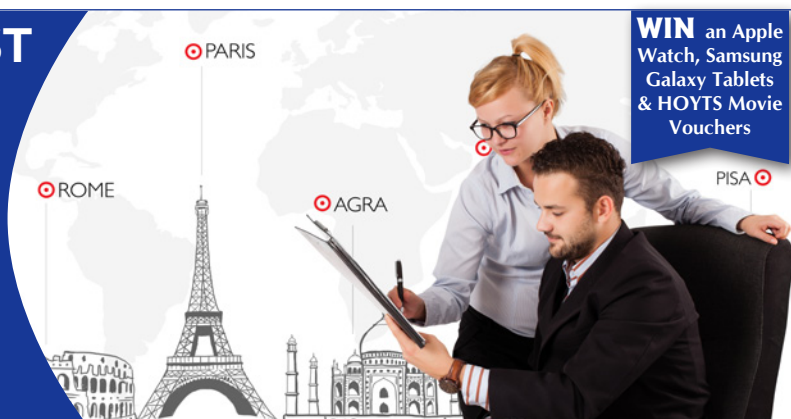
[Find Out More >](#)

Offer is subject to availability. Valid for new meetings. Terms and Conditions apply. Fitment room only, screen only, no data projector included. Minimum of 20 persons.

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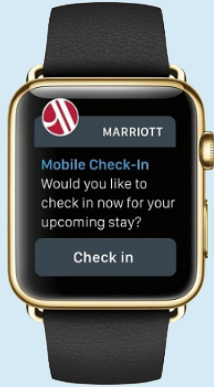


business events news

27th April 2015



MARRIOTT is the latest hotel group to mark the arrival of Apple's new iWatch (pictured) with a smart check-in option.



Marriott Rewards members can access the Marriott app to allow them to check in and check out, automatically receive 'room ready' alerts and even get detailed directions to the hotel.

But that's not all - Marriott says it's currently testing new mobile services which will allow guests to review their room bill in real-time, as well as make service requests before and during their stay, such as ordering extra pillows and towels or booking restaurants.

Marriott is piloting keyless entry using the iWatch at one of its properties in the USA, and will later this year commence trials of a new 'Connect My Device' in-room entertainment platform.

Don't forget, you can win your own iWatch by participating in **BEN's** industry salary survey - [CLICK HERE](#) to participate.

PNG's Holiday Inn

PAPUA New Guinea has welcomed the 199 room Holiday Inn Express Port Moresby, 8km from the capital's CBD.

Situated in a secure compound, the hotel is set in the middle of five hectares of gardens with a variety of recreational and meeting facilities that include a ballroom able to seat 400.

Meeting with wine!



AT THE foothills of Victoria's Mornington Peninsula Hinterland, on the Crittenden family's 30 year old vineyard, a purpose built venue, Crittenden Wine Centre, has opened.

With a private tasting room available for corporate events, it has seating up to 12 people and is equipped with audio-visual equipment and a flip chart. Here an afternoon meeting might pause for a light antipasto, tea and coffee and end the day becoming acquainted with Crittenden wines.

Tasting packages for four to 40 people start from \$25 per person and include two brackets of wine flights and some light tapas style food in either the private room or in the main tasting room seating up to 40.

To enquire, [CLICK HERE](#).

Hong Kong 10% rebate

THE JW Marriott Hotel Hong Kong has re-introduced its corporate accommodation group offer which gives meeting organisers a 10% rebate on their final master bill plus complimentary Triple Marriott Rewards Points with a minimum of 10 guestrooms and complimentary in-room internet connectivity.

The offer is valid for bookings until 31 Aug, with stay period from now to 31 Aug 16.

[CLICK HERE](#) to enquire.



Face to Face

Leanne Christie Ceo House of O



Business Events News recently caught up with Leanne Christie, ceo (chief of everything O) of House of O. Christie launched Ovations International in 1988 and ODE Management, with co-founder Julie Winterbottom in 2006, and has served twice on the board of the International Association of Speakers Bureaus.

What is the first thing you do when you get to work?

I like to go in and connect with everyone, say hi and get a feel of the office and how everyone is doing.

As Chief of Everything O, describe your job in as many words beginning with 'o' as you can.

I do love orange. Being in the speaking business I am also chief of ode and the master of all oracles and orators!

What's your top public speaking tip? Does imagining everyone naked really work?

Yes I have heard that one but I think it could make some people more nervous.

I would suggest after researching the needs of the audience to focus on your intention to give, educate and if possible entertain too.

What is vital when it comes to keeping conference delegates interested in a speaker?

The brief is vital. Meeting planners have so many tasks to perform, this is definitely one that could be better served delegating back to a business unit or person in the organisation.

When the speaker is assisting the people in an organisation to get their predetermined goals it is on point and relevant.

Where do you stand on speaking props, like laser pointers, PowerPoint slides and graphs?

They are tools not crutches. If something is better understood in a graph, great. The best most inspiring speakers rarely use them,

or have a few photos as visual support to their point, not to list all their points.

How does the business events industry differ from others when it comes to what it wants from a speaker?

We see more of them. It makes us more discerning and less tolerant. Mostly it makes us look wider and come up with new ideas, which is always great.

What sure fire technique do you have to engage restless crowds, or save a presentation from listener mutiny?

Involvement and interaction. There are hundreds of activities available now even on YouTube. I just searched speaker ice breakers and got 8,160 results.

If you could create any animal hybrid, what would it be and why?

Yoda for sure, ("Do or do not, there is no try") and the American eagle to catch the current, creating the Yogle, which would have the balance between moving and creating opportunities and catching the current with least effort.

How do you feel about the movie 'The King's Speech'? Have you ever worked with anyone like King George VI?

Certainly not royalty. The most important people I have worked with are people who are learning to speak so they can support a cause or charity they work for. They inspire me with their passion.

Business Events News is Australia's newest online publication dedicated to the vibrant meetings, incentives, conferences and events sector.

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