



PWV's record conference season

POSITIVELY Wellington Venues (PWV) has reported the busiest season of conferences yet, hosting over 3,400 delegates and 420 trade exhibitors at the TSB Bank Arena and Convention Centre in the past six weeks.

Together with other venues around town, in six weeks events have contributed almost \$4.7m to the Wellington economy.

PWV has hosted delegates and exhibitors for a range of events during the period, including the Library and Information Association of New Zealand Aotearoa Conference, United Fire Brigades Association of New Zealand Conference, Tourism Industry Association New Zealand National Tourism Summit,

Australia and New Zealand School of Government Conference and helloworld's Owner Managers Summit.

Next year is showing no signs of slowing down, with PWV having recently won the rights to host two of the education sectors leading conferences - Positive Behaviour for Learning Conference Trust and the New Zealand School Trustees Association in 2016.

GridALK milestones

AUCKLAND Council's business growth initiative, GridALK has this month celebrated two milestones.

The Lysaght Building has opened, offering co-working and events spaces and a café.

Work has also started on a new 8,500m² building, which will include co-working space for start-up businesses, space for SMEs, corporate offices, event space, meetings and training facilities and places for the public.

Mercure Nelson site

THE Grand Mercure Nelson Monaco in NZ has launched a new mobile friendly website.

Using the new site, conference, event and wedding enquirers can now download information packs and access more upfront information - check it out at www.monacoresort.co.nz.

Merry Christmas!

IT'S a wrap!

BEN is finishing up for the year today and will be returning after the Christmas/New year period on 04 Jan.

Gray's Say

Peter Gray, an independent Motivation Consultant, presents a regular *Business Events News* feature on current issues in the Conference and Incentive industries.



HAVE YOU MADE A NEW YEAR RESOLUTION?

IF YOU haven't I would recommend that keeping to deadlines should be one of them and good communication another; often going hand in hand. If a deadline must be missed then telling the person expecting what's been promised about the delay is vital. We've all experienced the client that wants a fully detailed and costed proposal yesterday and the threat, real or implied, is invariably, "Well if you can't do it, we know someone else who can!" And then we don't hear from the client for weeks, months...or at all. New clients are particularly good at this! But not keeping to deadlines or communicating when there's a problem is not confined to any one of the constituent parts of the incentive industry. Suppliers, practitioners and clients are all guilty of doing this without regard for the knock-on effect it can cause. A supplier that doesn't provide information by the agreed deadline risks making the practitioner's proposal to its client late and the possible loss of the business. And, of course, we all know suppliers who, on hearing they didn't get the business because their prices were unacceptable or their proposal was late, tell us that it isn't their fault, that they misread the RFP. For the first ten years or so that I was a PCO and Incentive Practitioner in the UK virtually all the business my company obtained was secured by a handshake - and that involved some pretty big, often international, clients - and yet we never experienced any problems, with clients or suppliers and that included getting them to deliver or pay on time. Nowadays everything has to be in writing. Contracts are

essential, particularly when it comes to obtaining or making payments and although 'the cheque is in the post' has largely disappeared because of the way in which we now make payments through the Internet, it's amazing what excuses are still proffered for not doing what's required.

Large companies tend to hide behind their accounts departments or the excuse that they only pay on the some obscure day of the month irrespective of what both parties have agreed in the contract. This can be a dangerous practice, particularly where overseas travel is concerned and when a DMC is sitting between the practitioner and the supplier. If the DMC is not paid according to their contract they may have the right to cancel arrangements without reference to the practitioner.

And yet it can all be avoided by good communications - in both directions. Not responding to emails, not returning telephone calls or ignoring text messages could be the recipe for disaster and can be so easily avoided.

Most companies involved in the incentive industry consider themselves to be 'professional' and yet many still lack the basic skills of minimising risk and good communication. It's the time of year to make changes and really have a happy New Year.

Peter Gray is an independent, Accredited Incentive Practitioner and motivation consultant. He can be contacted at peter.gray@motivatingpeople.net



ACC's new flavour

ADELAIDE Convention Centre is launching 'Soils and Seasons', to showcase the stories behind the South Australian produce used at the centre.

'Soils and Seasons' will explain to national and international guests the provenance of the food and how regional soil, climate and production methods influence flavour of local produce.

AEA New Years deal

THE Australian Events Academy is running a New Years Special offering a \$300 discount on the first course for the year.

Book The Masterclass I in Event Management in Sydney on 02 & 03 Feb before 15 Jan for a discounted price of \$595+GST.

The course aims to provide participants with the latest techniques to plan, deliver and evaluate events - enrol **HERE**.

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

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