



## Today's issue of BEN

*Business Events News* today has two pages of news plus a full page from **Travel Trade**.

## Tejado appt

**AMERICAN** Express Global Business Travel (GBT) has appointed Gerardo Tejado as General Manager of American Express Meetings & Events, a division of GBT.

Tejado will focus on prioritising a technology-driven transformation of the attendee experience for clients of American Express Meetings & Events.

Tejado was formerly VP & GM for Latin America and the Caribbean, where he doubled the size of the GBT footprint in the region.

## Get Global

**PARTNERING** with Saxton Speakers Bureau for the first time, Get Global is set to welcome two new speakers to the MICE industry show on 26 Jul at the International Convention Centre Sydney.

Trainer and author Michelle Bridges and co-founder of Four Pillars Gin Matt Jones will share their experiences and insights into branding, behaviour, lifestyle and balance.

"Michelle Bridges and Matt Jones are great speakers for Get Global; they're both entertaining and personable, but with focussed, tangible messages that the audience can take away and apply immediately in their lives and businesses," said co-founder Donna Kessler.

For more info **CLICK HERE**.

# LUXPERIENCE FAMIL LAUNCH

**AUSTRALIA'S** luxury travel business exchange, Luxperience has announced its 2019 familiarisation program for international buyers.

With this year's theme 'Experience is Everything', the 2019 Luxperience pre- & post-event familiarisation highlights areas of Active Pursuits, Wellness Retreats, Gastronomic Experiences, Nature and Coastline and Urban Escapes.

Global buyers will be given the opportunity to sample food and wine in New South Wales, walk the Scenic Rim of Southern Queensland's Hinterland and enjoy yoga on the beach in

Byron Bay.

Some of the products featuring on the itineraries include Lizard Island (pictured), Spicers Retreats, Emirates One & Only Wolgan Valley and El Questro Homestead in the Kimberley.

"The modern high-end traveller demands go beyond the Sydney Harbour Bridge," Michelle Papas, Luxperience Event Director said.

"They are looking for authentic Australian experiences that can't be seen or done anywhere



else in the world."

The deadline for Global Buyer applications is 31 May.

Luxperience will be held 07-10 Oct at the International Convention Centre Sydney.

## IACC's changes

**THE** IACC Americas Connect conference, held earlier this month at Vantage Venues and The Globe and Mail Centre, Toronto, welcomed more than 230 guests across the two days.

Meeting planners from Australia, US, Canada and Europe joined the conference - themed 'Radical Innovation - Change Everything!' to participate in a full schedule of education, networking and discovery.

The panellists led discussions on culinary trends, managing wastage, sustainable practices and how to be a disruptor in the events industry.

The conference also banned PowerPoint slides with more than one-word.

The mission was to turn the "stereotypical conference on its head" and create a space where delegates could think differently.

IACC's next 'Knowledge Festival' will be in Brussels on 04-06 Oct.

## Darwin Convention Centre GM

**DARWIN** Convention Centre has welcomed Peter Savoff as its new General Manager, following the promotion of previous GM Janet Hamilton.

Savoff, formerly the Chief Executive for McInnes Wilson Lawyers, brings extensive experience in international hotels, the professional services industry and law.

Announcing Savoff's commencement today, Geoff Donaghy, AEG Ogden's Group Director for Convention Centres, said his proven record in a number of areas within the hotel business over more than 25 years made him the ideal fit.

## Join the team at Business Publishing Group - Journalist

We are looking for a talented go getter to join our team of writers to produce content for our portfolio of publications – Travel Daily, Pharmacy Daily, travelBulletin, Cruise Weekly and Business Events News.

You will be required to prepare, write and edit copy for the daily publications ensuring deadlines and quality standards are achieved. Your role will also involve conducting interviews and providing coverage of industry events for the generation of content.

We are looking for someone with a minimum of three years' experience in journalism, PR or communications, a sound knowledge of Adobe InDesign and social media. Experience within the travel industry would be an advantage. The role is based at our Macquarie Park office, offering a competitive salary commensurate with experience.

A full job description is available on request. To apply email your confidential CV with cover letter to [jobs@traveldaily.com.au](mailto:jobs@traveldaily.com.au) before 30/4/2018.



## EEAA 2019 FORUM

**THE** Exhibition and Event Association of Australasia's (EEAA) 2019 Leaders Forum and Conference on 05-06 Jun at Melbourne Convention and Exhibition Centre has opened its registrations.

The two-day event will feature series of keynotes, panel discussions and educational seminars designed to offer a wide-range of learning opportunities.

Keynote speakers include Informa Exhibitions Asia CEO, Margaret Ma Connolly (**pictured**); Crisis Shields founder and owner, Allan Briggs; and Melbourne Convention and Exhibition Centre Chief



Operating Officer, Leighton Wood.

The speakers will address topics such as international trends in the exhibition industry, sustainability and the waste challenge, crisis management readiness, and talent acquisition and retention.

Register for the event **HERE**.

### Entegy demo

**AUSTRALIAN** event software company, Entegy, has released a new instant demo feature for event professionals.

As technology sponsors for the 2019 *Travel Daily* Sustainability Summit, Entegy is set on maximising event mobile apps to encourage paperless events.

With Entegy, guests can check-in via the app and receive feedback via an in-app survey rather than paper surveys.

Additionally, instead of business cards and printed collateral, guests can make connections via the app with QR codes.

**CLICK HERE** to try demo.



**WHO** would have thought that wine and alpacas go hand in hand when it comes to luring a crowd?

A Texas ranch said, "unexpectedly high" demand led them to turn 1,000 animal-loving wine enthusiasts away, from a wine with alpacas event.

The Peach Creek Vineyard in College Station said it teamed with Bluebonnet Hills Alpaca Ranch to put on a wine with alpacas event, and the demand was high.

Fans shouldn't give up hope just yet, with the vineyard planning more wine and alpaca get togethers.



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

## Hotels want it their own way!

**OVER** recent weeks a number of hotels have been bleating that web-based booking services have them in a corner, that they are compelled to pay commissions of anything up to 30% to secure bookings and have to acquiesce to contract terms which severely restrict what prices they can offer directly.

These are the same hotels that, in the USA, reduced PCO and Incentive Practitioner commissions from 10% to 7% with the excuse that "We want to make sure we have a policy that is fair and equitable, and we felt this is the right move" according to Brian King, Marriott International Global Officer of Digital, Distribution, Revenue Management, and Global Sales at the time.

My heart bleeds for them!

Marriott (on its website) boasts 6,500 hotels across 127 countries and 1.2 million hotel rooms under 30 brands. Likewise, Hilton - another instigator of reducing commissions - has 4,322 properties globally and just over 700,000 rooms. InterContinental admits to 4,864 hotels and 701,522 rooms; Choice Hotels 6,379 hotels and more than half a million rooms.

Accor prides itself on 4,800 hotels across 100 countries and 650,000 rooms and, according to its website "opens one hotel every 33 hours".

These hotel groups - and others - could, if they really wished, tell the online booking sites where to go.

PCOs and Incentive Practitioners in Australia and New Zealand predominantly don't depend upon hotel commissions to provide their major revenue stream; most moved to a fee-based model long ago. The commissions from hotels (declared to their clients, of course) pick up the slack of having to deal with changes, often last minute, that a group will inevitably require.

The Business Events Industries are not fans of high-street travel agents who have been trying - and sometimes succeeding - in taking business away from highly experienced and qualified events professionals.

But as the political parties are apt to tell us, Australia is the land of the 'fair go' and huge hotel groups complaining that they're haemorrhaging profits when they don't have the guts to take on the web-based booking services but at the same time cutting commissions to what is an unpaid sales force certainly isn't a fair go in my book!

**Peter Gray** is an independent, Accredited Incentive Practitioner and motivation consultant. He can be contacted at [peter.gray@motivatingpeople.net](mailto:peter.gray@motivatingpeople.net)





*Working in partnership with the Australian Travel Industry*

### Head of Client Services

Sydney, up to \$80k + super, Ref: 3983PE1

The Client Services Team is the first & primary point of customer contact & is responsible for answering queries, processing bookings, taking payments for deposits & final balances & assisting clients with their pre-tour and post-tour travel arrangements including flights & accommodation. To be successful you will have experience in directing and overseeing the overall Client Services function, to drive results, and to direct, supervise and coach the members of the Client Services team.

For more information please call Paul on (02) 9119 8744 or click [APPLY](#) now.

### Sales Representative - Travel Industry

Perth, Up to \$65k + Bonuses, Ref: 3974JB1

My client is seeking an experienced Sales Representative for the Perth/WA region! The role involves working with existing accounts and also seeking new business. The successful candidate will need their own car and have an office set up available to them. Responsibilities of the role include striving to exceed sales goals, identifying regional trends and implementing strategies to remain competitive in the market and representing the company at industry events in a professional manner.

For more information please call Jacqueline on (02) 9119 8744 or click [APPLY](#) now.

### Regional Travel Role | Relocation Package

BNE, \$50k + Relocation Bonus, Ref: 1966AW3

The role will be heavily customer service focused offering your expertise on worldwide destinations. Consulting across all platforms, including face to face, online and over the phone, this regional community travel agency is looking for New Regional Travel Consultant to RELOCATE and join their team! Time for some work/life balance?? Deliver EXCEPTIONAL service and Earn BIG \$\$\$, while having LOW living costs! Ongoing training and educational trips! Only work 2x SAT mornings per month!

For more information please call Amanda on (07) 3123 6107 or click [APPLY](#) now.

### Business Development - Ski & Snow Accounts

Melbourne, \$65k + Comms + Super, Ref: 4015HC1

Working in sales & looking to work for a niche travel brand? You will be representing a well-known & respected company, a true market leader for their ski division. If you are tired of working for a company that has too many restrictions and wish to sink your teeth into something that is a bit more creative, challenging & simply different whilst utilising your amazing sales experience, this is the role for you! Strong career development opportunities and new & exciting changes to come!

For more information please call Hannah on (03) 9988 0616 or click [APPLY](#) now.

### Senior Consultant | Boutique Agency

Sydney, Up to \$70k + Perks!, Ref: 7895AJ1

Join one of Australia's most successful Retail Travel Agencies! Enjoy industry high salaries + Benefits including Business class flights EACH YEAR! An exciting opportunity to join one of Australia's most successful and award winning Retail Travel Agencies. You will enjoy servicing high end clientele and putting together once in a lifetime itineraries. In addition to this, you will be well looked after, working a Monday - Friday working week for an industry high base salary and perks!

For more information please call Antony on (02) 9119 8744 or click [APPLY](#) now.

### After Hours Part Time Consultant

Brisbane, \$66k + Penalty Rates, Ref: 3124SZ5

Looking after the UK & European corporate market working on a 24 hours roster with flexibility, this role will suit someone that can work 60% equivalent to a full time consultant and want that work / life balance. On top of the salary package, there are penalty rates for working any hours between 1am - 6am and also overtime should you be held back with a client. If you have good GDS knowledge, able to handle pressure & a quick thinker/proactive worker, this could be your ideal role.

For more information please call Serena on (07) 3123 6107 or click [APPLY](#) now.

### Account Manager - Online Travel

Brisbane, Circa of \$90k, Ref: 1416CGA1

An exciting opportunity is available for someone experienced within the hotel sector, tourism or travel industry. You will manage existing accounts and have the ability to think analytically to increase revenue and exposure to the business. This role will be both strategic and personable, where the Account Manager must have people and communication skills to build on relationships. Ability to work autonomously without supervision is important in this role. RARE opportunity, APPLY NOW!

For more information please call Courtney on (07) 3123 6107 or click [APPLY](#) now.

### Travel Consultant | LUXURY BOUTIQUE AGENCY

Melbourne, \$60k + Bonuses, Ref: 3889MT1

Do you want to work in an award winning travel agency, with very specialised, luxury products? Our client is located in an affluent area in Melbourne and looking for an experienced travel consultant to join their exclusive ranks. Our client offer bespoke and unique luxury itineraries and products ranging from short breaks to multi city destinations. A love and passion for travel is essential, must have at least 3 years' experience. A HIGH BASE SALARY of up \$65k + bonuses!!

For more information please call Mark on (03) 9988 0616 or click [APPLY](#) now.



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