



Read on

ALL of you who have online accounts such as Facebook, Twitter, LinkedIn etc, I



urge you to read Tony Wraggs Tech Talk column (page 3). Where death may not be the final solution!

MEANWHILE, further in the Costa Concordia saga.

It seems a 'divine hand' was guiding the ship's captain as the ship ran aground off the Italian coast.

In a letter to his lawyers and published in the media, he said it was his skilled manoeuvring that stopped the ship hitting the rocks ahead.

Funny, I thought he said he was asleep when it happened! - Jill.

Curran gets a Holiday

CHRIS Curran who joined the InterContinental Hotels Group eight years ago, has been appointed hotel manager at Holiday Inn Potts Point.



Reporting to Bill Edwards, IHG director of operations, Australasia, Chris who replaces Gareth Long has transferred to India to manage the Holiday Inn Amritsar Ranjit Avenue, in Punjab, will oversee the hotel's operations.+

A Port for All Seasons

ADDRESSING market needs for flexibility and affordability, All Seasons Salamander Shores has launched a new range of conference packages.

The 3.5 star resort offers waterfront Port Stephens accommodation in range of room styles.

For more information go to allseasonssalamander-shores.com/conferences or contact event planner, Katie Pain - function@salamandershores.com.

Mercure lends an ear

STATISTICS say that hearing loss affects more than one million people with around 30,000 people living with total hearing loss.

The Australian Network on Disability shows that almost four million (1 in 5) Australians have a disability.

300,000 Australians have a vision impairment that is not correctable by glasses and up to 20,000 people have total loss of sight.

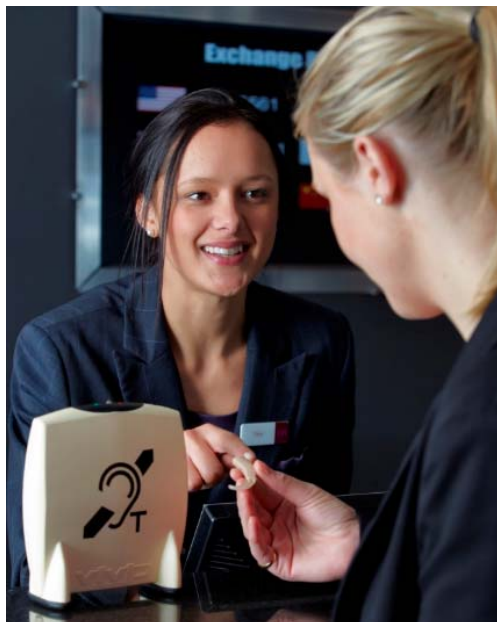
Remarkably, these impairments don't stop people from travelling, said the Mercure Hobart.

Now the hotel in partnership with Hearing Link Tasmania, The Tasmanian Deaf Society and Royal Guide Dogs Tasmania, have adapted their rooms and hotel services to cater to the needs of those affected by these impairments.

"Just as we cater to the requirements of business travellers, we've realised the need to adapt our services for those living and travelling with a disability.

"We recognise that having a disability means more than just mobility - hence we updated our public area services and adapted a number of accommodation rooms to cater to the needs of travellers with a hearing loss or vision impairment," said Mercure Hobart general manager, Adrian Sampson.

Rooms have been updated with a range of fixed and portable features for the deaf and hard of hearing that includes tactile technology such as an alarm clock with strobe light and under pillow vibrating pad, responsive to the hotel's fire alarm, independent room door bell and telephone



unit.

Large dial button and display screen telephones, touch reactive alarm clocks, increased room lighting, audio versions of the room compendium, room service menus and emergency and evacuation information have been introduced for the vision impaired as well as in-room stationery and door signage produced in Braille.

DMS moves on

HERALDING a major overhaul of its businesses, Destination Marketing Services (DMS), is closing down its domestic hotel business, adding several new destinations and DMCs, has signed two new major international hotel representation deals and have moved premises to the CBD.

"The current climate is extremely competitive and our core business is internationally focused."

"It's all part of our constant process of reinvention - we don't stand still," managing director Leila Fiedler said.

DMS new address is: Level11/Suite 1104, 109 Pitt Street, Sydney 2000.

Aust. Business Events Expo launches talks

INTERNATIONAL headliners and Australian Event Master Class Exhibitions are expected to revolutionise the Australian Business Events Expo (ABEE) 'event talks,' say the organisers Exhibition Trade Fairs (ETF), "creating one exceptional education program."

The 15 August seminars launched together with the opening of the box office at rsvpevent.com.au and abeexpo.com.au, will feature world class industry pioneer Andrea Michaels, president of USA based Extraordinary Events.

Michaels' Event Master Class Seminar, titled, "30 years of Special Events - Lessons in Business and Life" is anticipated to provoke discussion on issues such as how to deal creatively and productively with the stress of events and deal with life's challenges and how to stay relevant and survive in the events industry.

The second day seminars will open with technology expert and USA based Corbin Ball.

Ball will talk about how "Technology Trends are Transforming the Industry."

Both speakers will be available for 'meet the expert' sessions at designated areas on the show's floor.

Jodie Richmond, ceo of ETF, says the addition of international guest speakers is just one of the major transformations made to the quality of education offered at both tradeshow.

"Along with the key note speakers, we've arranged a fantastic line-up of industry leaders to deliver a number of seminars and panel sessions.

"We know from our research that relevant event education is hard to source; so with this program we are making sure we deliver solid educational opportunities for event buyers and organisers - across the broad spectrum of events."



NO sniggering guys!
One for Westfield perhaps?
A shopping centre in China has introduced women-only parking zone manned by female car parking attendants.
The car bays are extra wide and have pink walls.

MORE on the shopping theme.
Qatar Holdings, the owners of Harrods in London, who bought the store from Mohamed Al Fayed for a reported \$2.2 billion, are planning to launch a line of luxury hotels under the name of the famous store.
First cab off the rank for a potential Harrods in Kuala Lumpur, is Malaysian property developer Jerantas.

Macquet to Queenstown



WITH the relocation of former Sofitel Queenstown Hotel & Spa general manager Wouter de Graaf to New Zealand's North Island where he is now general manager of the Sofitel Auckland Viaduct Harbour, Vincent Macquet has been appointed general manager, in addition to his new role as area general manager for Sofitel Luxury Hotels - New Zealand.
Previously, director of operations for the Hilton Hotel Adelaide, Macquet has worked for Leading Hotel of the World's Le Telfair Golf & Spa Resort in Mauritius and the Grand Hyatt Muscat in the Sultanate of Oman before moving to New Zealand in 2007 at the Langham hotel in Auckland, where he was promoted to hotel manager.

Hamilton Island opens college



BOB Oatley, owner of Hamilton Island and now founder of the Robert Oatley College on Hamilton Island, officially opened the new college at a special ceremony attended by newly elected Whitsundays MP Jason Costigan, together with Hamilton Island Enterprises (HIE) chairman Sandy Oatley, & HIE ceo Glenn Bourke.

The new facility was formally approved by the Department of Education and Training to operate as a 'Registered Training Organisation' in January 2012, allowing it to enrol students and issue qualifications in accordance with other TAFE or Hospitality Schools in the country.

Previously, HIE designed and delivered its accredited staff training through its partnership with Sunshine Coast TAFE, who issued the qualifications.

Now, as part of HIE's quest to become Australia's leading employer of choice, they have made the conscious decision to further invest and operate its own independent college.

At the ceremony Bob Oatley, said: 'I'm extremely proud that our small community now has a college that offers our staff an opportunity for self improvement and career development.

"A lot of our employee training will take place on the job, as we want our staff to have a combination of hands-on and class room education.

"We want practical people who can apply these lessons to their work place, making us smarter at our business.'

In the last three years alone, 2000 HIE employees have benefited from training developed by the HIE Learning and Development team, including over 350 employees who have received nationally accredited qualifications.

Pictured above from left are: Glenn Bourke, Bob Oatley, Jason Costigan and Sandy Oatley.

Inspired by nature

SHANGRI-LA Hotel, Singapore has completed renovations to its Garden Wing.

The eight month upgrade to this urban resort includes 158 nature-inspired guestrooms and suites.

Located five minutes from Orchard Road and set amidst 15 acres of greenery, all Garden Wing rooms feature a large balcony with views of Shangri-La's gardens or the swimming pool.

Each of the three Premier Balcony Suites offer an outdoor jacuzzi and a private barbecue grill.

Services also include complimentary wi-fi access throughout the hotel, use of the hotel's vast meeting and banquet facilities and a complimentary shuttle bus services to Orchard Road.

A new dining concept, Waterfall Garden Café, and Singapore's first CHI, the Spa will open in July and August respectively.

WIN AN ESCAPE TO EMIRATES WOLGAN VALLEY RESORT & SPA



During the months of June and July, Business Events News is giving one lucky reader the chance to win an amazing two-night stay at the exclusive Emirates Wolgan Valley Resort & Spa in the Blue Mountains.

The prize includes a two-night stay for two people in a Heritage Suite with breakfast, lunch and dinner daily. Non-alcoholic beverages with all meals and selected regional wines and beer with lunch and dinner are also included, as are two outdoor activities each day.

Emirates Wolgan Valley Resort & Spa is located on a 4000-acre nature reserve adjacent to the World Heritage listed Blue Mountains and only 190kms from Sydney. The resort offers 40 stand-alone luxury suites, each with its own private verandah & swimming pool.

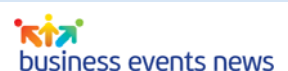
To enter simply email your answers to each question by 27th July 2012

Q.11: How many restaurants are available for guests at Wolgan Valley Resort & Spa?

Hint: wolganvalley.com

Email your answers to: wolgan@businesseventsnews.com.au

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Kicking off the under 35s

A NEW program to encourage the under-35s to network, brainstorm ideas and to have a say in the issues facing the exhibition and event industry, is being held tomorrow 12 July at Luna Park.

The kick-off event is being offered by the Exhibition and Event Association of Australasia (EEAA), general manager Joyce DiMascio, who said the program had been designed to encourage young people to get involved with their professional association.

"It's a chance for them to be more active within the Association and meet others who share their passion for the industry.

"A Young Stars working party will be established at this event, so those who want to have a say need to be there to have their voice heard," she said.

Former EEAA board member and a strong advocate for promoting leadership development in her company, ceo of Info Salons Group, Jo-Anne Kellaway is supporting the set-up of the new program.

"The discussion topic for the 12 July event will be Managing Your Personal Brand.

"This is a fascinating subject for those who operate in a very

Murder for Xmas

IF you want to turn your conference from a productive one into a memorable one too, hosting a first night, ice-breaking, 'Host a Murder' dinner party, is an idea worth considering.

Catering to groups of 10 to 300, 'Host a Murder' events are available in 22 locations in Sydney, the Central Coast, Wollongong, Blue Mountains, Newcastle, Southern Highlands, Brisbane, Gold Coast & Melbourne.

Book ahead and the 'murder' people are offering a 2012 Host a Murder Staff Xmas Party at a five star hotel for \$60 per person.

Find out more on hostamurder.com.au.

visible social world," said DiMascio.

"We'll be looking at what defines the way people see you and how this can be affected by the things you say and do.

"Our goal is to encourage our younger members to be involved on a variety of levels in the work of the association so we are very pleased to kick off the first event."

To book your place at the event email Member Services at: memberservices@eeaa.com.au.

Hands-on the Caribbean

THE Hyatt Regency Curacao Golf Resort, Spa & Marina, is encouraging business travellers to step out of the boardroom and head to the Caribbean for their meetings.

Offering teambuilding as an important aspect of a meeting or conference, they can devise a challenging round of golf at the championship 18-hole Pete Dye golf course, competitive tennis at any of the four Peter Burwash-managed tennis courts or a PADI lesson at Ocean Encounters, their watersports provider.

For a more hands-on opportunity, delegates can gather around the interactive Chef's Table with chef Norbert Roesch and enjoy custom dishes made with local ingredients topped with a Curacao twist.

The resort offers 38,000 sq feet of flexible indoor and outdoor meeting rooms with versatile function space ranging from casual terraces to their Arawak Ballroom and Terrace.

Their state-of-the-art boardroom can accommodate up to 500 guests, a junior ballroom takes more than 250 guests while there are four outdoor function spaces on beachfront terraces and lawns or underneath the Caney Pavilion, offering panoramic sea views.

Groups can take advantage of Hyatt Curacao's personalised Group Value Adds which run through to 21 December.

E-life after death...your 'digital' self that lives on after you die

CALL it e-life after death.

You die, but your digital self remains on email, Facebook, Twitter and numerous online accounts.

Most Australians, their lawyers and lawmakers have done little to address what should happen to this vast online trove, which can be lost through passwords which heirs cannot penetrate, or through policies set out in the fine print of a user's account authorising a company to keep or delete it.

The message here is: don't forget to leave instructions about what to do with your online accounts when you die.

"Protecting the privacy of our users is a top priority," said Amanda Millar, a Yahoo! spokesperson.

The company made a commitment to treat everyone's account content as confidential, "even after death".

Google imposes rigorous conditions and a deliberately lengthy two-part review, which involves sending a paper copy of a death certificate to its California headquarters, before it will allow access to Gmail and information stored in Google Drive and Google Documents.

"The underlying point is we would always privilege



someone's privacy ... It's really hard for us to make exceptions to open somebody's account to someone else," said a Google spokeswoman, Kate Mason.

Tama Leaver, a Curtin University internet studies lecturer researching what happens to our digital legacy, said consumers were bewildered and the policies of the big online companies varied wildly.

He urged people to consider the consequences of failing to leave details and directions about their online files.

Otherwise bills could be unpaid, precious words and photos lost or embarrassing content revealed, while hackers might see a death notice as an invitation to piracy, he said.

To check out the latest tech news for small business visit Tony

Wragg's TechTalk at: www.tonystechtalk.com.au

Story adapted from an article in the Sydney Morning Herald.



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