



Garuda praises

MY homily in last Friday's (26 Oct)

BEN about the excellent service Garuda gave the ASTW group, on their Lombok AGM, elicited this comment from Singapore-based speaker, Rob Salisbury.

"Well done with your e-newsletter and your Garuda update – I agree with you.

"I had a similar experience a few years ago on a flight over and back from Singapore to Bali and felt 'underwhelmed'.

"Fortunately it's feedback from customers like us that has helped change the culture/customer experience, something that has been noted across numerous industry and in social media communications." - Jill.



Shining a light on Melbourne

MELBOURNE has secured 14 association business events in the first quarter of 2012/13, an achievement that will generate a forecasted \$27 million for the Victorian economy.

They have been awarded nine international and five national conferences, which will attract an estimated 7550 delegates to Victoria over the next six years.

Some of these events include: Engineers Australia National Conference 2014, Green Cities 2015, Congress of the International Federation for Structural Concrete 2018; and General Meeting of the International Mineralogical Association 2018.

The Minister for Tourism and Major Events Louise Asher said,



"The 2011/12 financial year saw the Melbourne Convention + Visitors Bureau (MCVB) deliver its best results on record in terms of estimated room nights and forecasted economic impact."

"MCVB secured 210 international and national business events for Victoria – a 62% increase on the 2011/12 full year target."

"The business events secured in the last financial year will inject a forecasted \$361 million into the Victorian economy over the coming years, and are a great testament to the ability of Melbourne and Victoria to compete in this global market."

MCVBs ceo Karen Bolinger said, "These bid wins shine a light on Victoria's strength in intellectual pursuits which we are eager to share with the world through our ongoing campaign, Melbourne IQ: The Intelligent Choice for Conferences."

Chua joins Dusit

NEW Zealand native, Dorinda Chua has been appointed by Dusit International as director of sales – meetings and incentive travel, based in Bangkok.

Prior to joining Dusit International Chua's most recent position was director of sales & marketing, Sheraton Saigon Hotel & Towers.

The specially created role of director of sales - Meetings and Incentive is focused primarily on driving revenue through the acquisition of MICE related events for Dusit International Hotels globally.

A Rafter of initiatives

MAKING it easier for conference organisers, Mantra has launched a dedicated website for conference enquiries.

Under the banner "Mantra Makes It Easy" – it features the top nine conferencing properties from Mantra's pool of 23 hotels and resorts across Australia.

The nine properties offer the largest conference facilities in the Mantra network, but according to director of MICE, Paul Wilson, the diversity of the smaller venues still have a lot to offer.

"Large scale conferences will certainly be wowed at venues like Mantra on Salt Beach in Kingscliff or Mantra Lorne – where it's not unusual to have cars hanging from a hoist or a Bedouin tent themed ballroom at these venues - but we have smaller boardrooms and meeting space at over 20 properties in all capital cities as well as coastal destinations within a two hour drive from CBDs."

"The diversity of our products and locations allows us to be flexible with what we offer and this is just one of the ways that Mantra makes it easier to conference.

Visit www.mantraconferences.com and make an enquiry for the chance to win tickets to the Australian Tennis Open in Melbourne – or book a conference by 20 December and enter the draw to have Mantra Hotels Ambassador, Pat Rafter, speak at your event.

Team building alert!

HOW good is this for a 'corporate boys own' adventure?

Last weekend tour company, Compass Expeditions launched Australia's first 'outback ready' BMW motorcycle kit for rent.

The new company has partnered with BMW to offer motorcycle adventurers the opportunity to rent an 'outback ready' motorcycle kit including tent, bedroll, gas cooker, kitchen utensils and stool.

According to the managing director of Compass Rentals, Mick McDonald, a choice of new and near new motorcycles are available for hire throughout Australia that include BMW Sertao 650, BMW F 650 GS, F800 GS and R1200 GS models.

The rental period is from one day to one year.

"In what is a unique point of difference to our competitors, Compass Rentals bikes are available to travel on most public roads in Australia, including the outback," he said.

McDonald also added that they have designed the kit to be ready for any eventuality.

"Safety and durability was high on our agenda and as such all bikes come equipped with crash bars, bash plates, Bark-Buster hand protectors, pannier system, motorcycle atlas and 200 Top Rides book as standard.

For an extra fee, clients can also hire a satellite phone, GPS, Air-Hawk seat or EPIRB," he said.

Keith Gilhooley, manager of Southbank BMW said he was delighted to be a part of this exciting and new business proposition with one of the world's best motorcycle touring companies.

"Mick knows his stuff when it comes to outback adventuring and is a wonderful supporter of BMW motorcycles.

To branch out and offer this service to the adventure market is both exciting and innovative," he said.

See - compassexpeditions.com.

REJUVENATORS®
Health Massage

SEATED OR ROAMING MASSAGE
at your next event

- Conferences
- Exhibitions
- Functions
- Meetings
- Launches
- Corporates gifts

relax recharge... reward

BOOK NOW
AVAILABLE NATIONWIDE **1300 302 542**
www.rejuvenators.com



Worldhotel's Grand Dushulake Sizhou



CONTINUING its expansion in China, Worldhotels opened Worldhotel Grand Dushulake Suzhou on 26 October, in the historic south-eastern city now renowned as the 'Venice of the East'.

With more luxury and upscale hotels in the pipeline, the Worldhotel brand is scheduled to extend to ten hotels in China in 2013, in Beijing, Shanghai, Xi'an Chengdu, Xiamen, Guangzhou, Ningbo, Chongqing, Shanxi and Hainan.

15-minutes from both the historic centre of Suzhou— one of China's top tourist attractions famed for its UNESCO World Heritage-listed canals, stone bridges, pagodas and ornamental gardens, the hotel features 330 elegant rooms and suites.

Extensive meeting and banquet facilities include an independent conference centre and function hall encompassing two 1,000sqm pillar-less ballrooms, a 500-seat auditorium, 18 meeting rooms with VIP lounges and exhibition areas, all with multi-functional setups, latest technology and integrated systems ranging from 450-inch electric projection screens and multi-language translation to video conferencing.

MCVB appoints Lim

JASMINE Lim who has been with the Melbourne Convention & Visitors Bureau (MCVB) for six years has been appointed to the role of director, international incentives.

Lim replaces Edwina San in the role following San's promotion to general manager commercial partnerships in July.

MCVB general manager Karen Bolinger said Lim's extensive experience and sound knowledge of the incentive

and corporate travel market made her the ideal candidate for the role.

"Jasmine has been instrumental in building the profile of Melbourne as a premier incentives destination in the Asian Market," Bolinger said.

"She successfully set up our office in Singapore in 2006, which covers the all-important South East Asian and Indian markets, and has won several large corporate and incentive travel programs for Melbourne."

Lim will relocate to Melbourne to take up the director, international incentives position.

Recruitment for the regional sales director, South Asia and the regional sales director, North Asia will commence later this month.



Advertise in BEN

- Cost Effective
- Targeted
- Easy

**For details call us today:
1300 799 220**



Sheraton's Ambassador

IF its glitz and glamour, great food and an intimate meeting venue you require for your next event, Sydney's Sheraton on the Park has unveiled the final piece of its \$40 million renovation, the Ambassador Suite.

The hotel's newest addition offers 160 square metres of space across its living room, dining room, bedroom, bathroom and signature area for the Suite, the kitchenette.

Located on the 20th Floor the Suite can comfortably host between six and eight guests in a boardroom style setting.

The \$5,000 per night room offers a butler service, with guests not having to worry about the little things such as unpacking bags, reconfirming flights, arranging transfers, making restaurant reservations or setting up light snacks and refreshments throughout the day, as the butler is on hand to do all of this for the delegates.

Event organisers can use the Suite as another meeting space within the hotel but all events must be approved and catered by the hotel.

The hotel overlooking Hyde Park is "one of Sydney's largest conference hotels in the city" featuring 18 flexible meeting rooms that can accommodate between 10 to 1600 guests.

Wireless technology, broadband LED lighting, individual AMX lighting control and built in audio visual systems are available through the boardrooms, outdoor terraces and meeting rooms.

Sheraton on the Park's regional director of sales and Pacific director of sales and marketing, Sheraton on the Park, Daniella Tonetto said the "essence" of the Ambassador Suite is "quite unique" in its design and is another option for event organisers wanting something new for their delegates.

Designed by Janice Baird of Joseph Pang Design Consultants the room has been created with a



sense of "romantic grand voyage" and "travelling to distant islands" with cream coloured walls decorated with gold studs and suitcases pictured in the bedroom which was inspired by the Louis Vuitton style steamer trunk.

For more info on the hotel's meeting spaces or to make a booking visit the website at sheraton.com/sydney.

Pictured above from left are: Melissa Mumlek, Daniella Tonetto and Brad Mercer, hotel manager.

WIN a double pass to Dreamworld



This week **BEN** and **Dreamworld** are giving you the chance to win a double pass to Dreamworld theme park.

Dreamworld Events offer a variety of event solutions from offsite dinners to celebrating the end of year.

Be the first to email the correct answer to comp@businesseventsnews.com.au

Name the venue in Dreamworld that is the ideal backdrop to a Wild West themed event?

Hint! dreamworld.com.au/events



Imagine an intimate lunch or cocktail party in the Orchestra Room!

www.theconcourse.com.au
Phone: 02 9411 8144





business events news

31st October 2012

Crown Spa

AUSTRALIA'S leading hotel day spa has recently completed a \$10 million enhancement to offer guests a spa experience unlike any other.

Located within the luxurious Crown Towers hotel, Crown Spa boasts 19 sumptuous treatment rooms, two exclusive couples' suites and a dedicated hair and beauty salon.

Spa devotees will enjoy basking in the new Aqua Retreat facilities featuring a hammam steam room, deluxe shower and expansive vitality pool.



Guests also have access to the male and female relaxation lounges and the 25 metre indoor heated pool.

Bookings may be made by contacting Crown Spa on 03 9292 6182, or by emailing crownspace@crowntowers.com.au.



CONTACT US:

Publisher
Bruce Piper
Editor
Jill Varley
Contributors
Chanel Housler

Advertising:
advertising@businessnews.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 and Pharmacy Daily.
Disclaimer: While every care has been taken in the preparation of **Travel Daily** no liability can be accepted for errors or omissions. **BEN** takes no responsibility for the opinions of its contributors. Information is published in good faith to stimulate independent investigation of the matters canvassed.

Jordan's Crowne-ing offer in the Dead Sea



ACCORDING to Dakkak Tours International, a Middle East incentive tour operator, approximately 40 MICE groups (between 15-30 pax) have visited Jordan from Australia this year (**BEN** 19 Oct) – a figure set to rise due to the increasing demand from the Australasian market.

What's more groups with their eye on Jordan, with a culture that stems from one of the world's oldest civilisations, will be able to experience a new standard of opulence and rejuvenation with the opening of Crowne Plaza Jordan Dead Sea Resort & Spa on 1 December.

Nestled on the banks of the Dead Sea – the lowest point on earth at - 423 metres below sea level and featuring uninterrupted views of the world's saltiest sea, the resort will house 420 rooms and suites ranging from standard king rooms through to the decadent Club floor rooms and luxurious Royal and Presidential Suite – all with complimentary Wi-Fi for guests.

The Crowne's Obadas Ballroom can hold up to 600 for reception or cocktail events, and can be divided into three rooms ranging from 185sqm to 288sqm.

The resort is the third Crowne Plaza in Jordan, joining Crowne Plaza Petra and Crowne Plaza Amman.

IHG now have seven hotels in the beautiful Middle Eastern country including Holiday Inn Dead Sea Resort and InterContinental Jordan.

To celebrate the opening, Crowne Plaza Jordan Dead Sea Resort & Spa is offering guests a launch special from AU\$135* for a standard king room, per night.

MICE delegate package prices are to be firmed in Nov, 2012.

Oregon calls to business

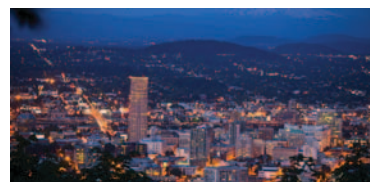
REPRESENTATIVES from Tourism Portland & Tourism Oregon were in Australia last week to introduce the often un-noticed Pacific Northwest state to the Australian tourism and business trade.

Nestled just north of the global tourism powerhouse of California and only a 5 hour drive from the city of Vancouver, Canada, Oregon showcased its abundant natural beauty, boutique hotels, adventure activities, golf, dining, beer and wine industries and overall charm and appeal.

Oregon offers a fine mix of both business and leisure, with Travel Portland's Marcus Hibson telling **Business Events News** the state was more than prepared to assist companies large and small handle events & promotional exercises of all sizes and desired effects.

"The product in Oregon is so diverse, that it's really going to meet the needs of anybody who wants to come and see a US city that is a little bit against some of the stereotypes that people may have about the US".

"We have real people, friendly people [that are] doing interesting things and that goes throughout the state and encompasses any different kind of activity groups may be interested in".



Portland's Convention Centre is capable of catering to an event of all sizes, due to it being the largest in the Pacific northwest region.

The world-class facility offers two grand ballrooms, 50 meeting rooms and catering options among its 255,000sq-ft of space.

"[Oregon] has all the major hotel chains, a lot of boutique hotels & an exciting development, for us, are plans to build our first convention centre hotel," Travel Portland's Barbara Steinfeld revealed to **BEN**.

"We're right in the midst of getting a project through to build a new Hyatt property".

The largest city in Oregon, Portland, is accessible through all major air carriers and can be reached in one stop via LA, San Francisco, Vancouver and even directly from Honolulu without stopping again on the mainland.

"A lot of what Portland has to offer is very similar to what people in Australia enjoy, from great food, wonderful beers, scenic beauty and great outdoors, so we know it's a great story to tell", Travel Portland's Marcus Hibdon added.

For more details on the Portland Convention Centre, visit www.oregoncc.org.

O'Brien stages a return

LYNNE O'Brien has joined the Staging Connections team.

After holding senior sales and business development and management positions, O'Brien returns to Canberra as bdm to build awareness of the benefits of integrating digital event services in live events.

"With the integration of the app, webcasting or branded web portals, companies can experience higher levels of employee engagement for events like internal awards or end of year ceo messages," O'Brien said.



Hyatt's sparkling offer

THE Park Hyatt Melbourne, where every meeting or event is regarded as a unique, one-off occasion, has announced a partnership with Veuve Clicquot.

With personalised planning, flexibility and an eye for detail the hallmarks of the hotel's event management, event planners will be rewarded when booking their next event or group at the hotel with a "thank you" gift.

In order to claim this offer spend \$5,000 on your next event and be rewarded with six bottles of Veuve Clicquot, spend \$10,000 and receive 12 bottles of Veuve Clicquot.

To make a booking visit - melbourne.park.hyatt.com.