



Whats-his-name?

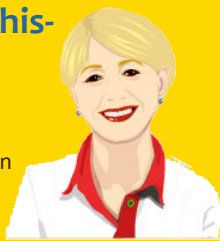
WE were having a discussion in the office today about all the events and functions we attend in a week, when one of my colleagues asked, "Who were you talking to the other night, I need to contact them but can't remember their name?"

To tell the honest truth, I couldn't either because without a name tag, I was lost.

I am sure I am not alone in this dilemma. The trouble is, our minds are often on overload.

When I approach someone I haven't seen for sometime, I never assume they know who I am and always say my name.

I'm sure it's a good idea. *Jill*



Venues expert for SICEEP

INFRASTRUCTURE NSW, the government body which is undertaking the massive redevelopment of the Darling Harbour precinct in Sydney, has enlisted expert advice in the form of Barbara Maple.

Maple, who has held a series of major international positions, including past president of the Association Internationale des Palais de Congrès (AIPC), former chair of the World Council of Venue Management and past president of the Joint Meetings Industry Council, has been appointed as an events industry advisor to the Sydney International Convention, Exhibition and Entertainment Precinct (SICEEP) project.

Infrastructure NSW project director, Tim Parker, said: "There are few people on the international scene who have Barbara Maple's events industry pedigree.

"Barbara will work closely with the project team, ensuring that the new facilities, set to open in 2016, meet the design, technological and operational needs of this highly diverse and complex industry," Parker added.

Maple's experience includes spearheading the redevelopment of the Vancouver Convention Centre - the recipient of the AIPC APEX award for "World's Best Convention Centre".

She said that Sydney's reputation as a global city should be complemented by "world class

and fully integrated convention, exhibition and entertainment facilities".

Maple will work with the Infrastructure NSW team during the selection period for the proponent who will design, plan, build and operate the facilities.

Two consortia comprising architects, property companies and financial institutions, have already submitted formal bids for the project.

New Year fires up

WANT the best position on Sydney Harbour this New Years Eve for your group?

Captain Cook Cruises has a New Years Eve cruise aboard MV Captain Cook III, which allows them prime position inside Sydney Cove, next to the Harbour Bridge for the fireworks.

Priced at \$890 per person, book now and pay only \$699 per person and save over 20% on this amazing New Years Eve cruise.

See www.captaincook.com.au.

How sweet Ibis is!

A RECENT survey which showed that some 70% of guests ranked comfortable beds as "the single most important factor when they choose an economy hotel" has resulted in Accor Group consulting a team including sociologists and doctors to create a brand new bed from scratch.

The result is the launch of the "Sweet Bed" part

of a new era and a radical overhaul for Accor's pioneering Ibis brand which will see the bed, new uniforms, new signage and – in the future – new lobby and restaurant designs.

The evolution of the Ibis brand to a triple-tier brand from next month will see the addition of **Ibis Budget** (from the current Formule 1 brand) and **Ibis Styles** (from the former All Seasons brand) to the existing Ibis hotel

network.

The re-branding will see Ibis grow to more than 70 hotels in Australia and 1600 worldwide, making it the largest global economy hotel network.

Accor Asia-Pacific ceo, Simon McGrath, said the move would help change the perception of the



economy hotel sector

The new era for Ibis

comes on the 20th anniversary of the first Ibis in Australia – Ibis Melbourne.

All existing and new Ibis hotels across the country will get new signage by the end of the year, while Ibis Hotels and Ibis Budget will introduce the Sweet Bed over the next six months.

The Sweet Bed features a 7cm topper, which in the past would normally be associated with a luxury brand.

Bodies of evidence for Dubai

AFTER submitting a successful bid in Istanbul earlier this year, the Dubai Convention Bureau and the Dubai Police defeated contenders from Italy and Spain to win the 23rd Congress of the International Academy of Legal Medicine (IALM2015) - the first time in the association's history that the congress will be held outside of Europe.

The IALM will take place in February 2015 and will be targeting attendees from all over the world who are specialists in forensic medicine and forensic evidence.

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business events news

26th September 2012



ECONOMIES of scale!

According to a safety study conducted on an aging Boeing 727 purposely crashed in the Mexican desert and part of a documentary about air safety, those seated in economy class have a better chance of surviving an accident.

The pilot parachuted out at 800 metres and the jet was then guided by remote control until it crashed.

Experts estimated that nobody would have survived in the front section of the plane, where business and first class passengers would be seated, however, 78 of the remaining passengers would have lived.

Anne Evans, a former investigator at the UK's Air Accidents Investigation Branch said, "It is safer to sit at the back of the aircraft where the flight recorder is.

"The front is more vulnerable because that often sees higher impact forces."

Mercure movements

PHIL O'Brien has been named as general manager of Mercure Geelong, moving from his most recent role as gm of Mercure Melbourne Treasury Gardens.

In Geelong he replaces Benjamin Krieg who has moved to Asia for a new role outside of the company, while stepping into Phil's shoes at Treasury Gardens is Karen Taylor, formerly gm of Mercure & Ibis Brisbane.

Rendezvous makeover

RENDEZVOUS Hotel Perth has announced a refurbishment and renovation which will see major upgrades to its conference and events facilities as well as public areas and guest rooms.

It's part of a multi-million dollar repositioning which will also see the group's Rendezvous and Marque hotels united under a single Rendezvous brand.

Congress attracts high profile names

A ROLL call of high profile speakers will give presentations at the 14th World Human Resources Congress being held at the Melbourne Convention & Exhibition Centre this week.

Hosted by the Australian Human Resources Institute and managed in conjunction with WALDRONSMITH Management, the Congress has attracted in excess of 2500 human resource practitioners and business leaders from over 48 different countries.

A sampling of the speakers include: the First President of the Republic of Ireland and UN High Commissioner for Human Rights, Mary Robinson; co-founder of Apple Computer, Steve Wozniak; former High Court Judge, Michael Kirby; Olympic gold medallist, Cathy Freeman; Qantas CEO, Alan Joyce; Disability Discrimination Commissioner, Graeme Innes; author of *Mao's Last Dancer*, Li Cunxin; Demographer and KPMG Partner, Bernard Salt; and former Victorian Police Commissioner, Christine Nixon.

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The Lovegroves shine

LAST spotted by BEN breasting the Business Class bar onboard a Qantas flight to Thailand, Darryl Lovegrove who has entertained many of us at corporate events, in particular as a singing waiter in the Three Tenors, was named together with his daughter Harmony, as Entertainer of the Year at the Australian Event Awards, in a glittering ceremony at Sydney's ANZ Stadium.



This father-daughter duo is something of a rarity in the events industry, especially as Harmony at 12 years of age and compared to a young Barbra Streisand, is the youngest performer to be nominated for or to win an Australian Event Award.

Lovegrove is more widely known for his award-winning portrayal of Jesus in Harry M Miller's *Jesus Christ Superstar*, and in the events industry as the

co-creator of international corporate entertainment phenomenon "The Three Waiters" in addition to hit corporate acts such as "The Leading Men" (also finalists in this year's awards) and "Jersey to Motown".

Sandy Hollway and John Allen, co-chairs of the eminent industry judging panel said of the win, "Congratulations on developing a 'product' that clearly meets the needs of a diverse (and difficult to please) audience. We were all in tears".

SEA LIFE for Sydney

SYDNEY Aquarium has officially reopened as SEA LIFE Sydney after a nine-month \$10m revamp which includes a spectacular walk through 'Shark Valley' tunnel.

The SEA LIFE brand is used at aquariums across the globe run by the Sydney facility's new owner, Merlin Entertainments.

Macau's body of work

THREE world-class attractions are about to hit Macau's Venetian Resort Hotel, creating another reason to visit this remarkable destination.

On show in autumn and winter are the Titanic Exhibition, The Human Bodies Exhibition and a Winter in Venice extravaganza.

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Uluru goes even more upmarket

OUT in the sand dunes of Uluru with its exclusive front row sunrise and sunset outlook of the changing colours of the Rock itself, Longitude 131° is celebrating its tenth birthday in November with the introduction of helipad transfers, in-tent iPads and a guest gift on arrival of a branded stainless steel water bottle, in line with the eco-nature of the property.

These luxury enhancements are designed to work in with the resort's philosophy of providing the ultimate blend of serenity and modern technology, and allow guests to arrive or depart via helicopter.

Aerial transfers between Longitude 131° and Ayers Rock Airport are available at an additional cost and flights can also be extended to take in the sites of Uluru and Kata Tjuta.

While the distraction of television is not what Longitude 131° guests require, some subtle entertainment enhancements include pre-loaded iPads with a selection of ebooks, Australian movies as well as games such as Monopoly, Trivial Pursuit and Scrabble.

Other upgrades include a selection of music enjoyed on the latest Bose surround sound system, which works with the iPads or the guest's own Bluetooth capable device.

"These small enhancements work with the understated elegance of the furnishings and of course the view, which is always priceless," said Voyages managing director Koos Klein.

In addition, the Wakagetti dance troupe now performs an indigenous cultural dance as guests are welcomed to their desert dining site.

Thinking of Hawaii?

THERE'S a 26% saving currently being offered on accommodation at Mauna Lani Bay Hotel & Bungalows on Hawaii's Big Island.

Nestled on a white sandy beach in 12 exquisite oceanfront hectares on the Kohala Coast, the offer of 4 nights in a Garden View Room includes accommodation, a \$50 Resort credit per room, per night, a convertible car with unlimited mileage and tax and services charges, from \$1800.

Valid on new bookings through 30 Nov for travel through 23 Dec. www.islanddestinations.com



Bangkok bargain

THE Oriental Residence Bangkok is offering a Business Traveller Package until December 31 that includes two nights in a one bedroom suite, seamless one way Jaguar XJL airport transfers, daily breakfast and even a complimentary pressing service for up to three items per stay.

It costs just AUD\$420 (13,545 THB) - oriental-residence.com.

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Grays' Say

Peter Gray, managing partner of **Motivating People** presents a regular *Business Events News* feature on current issues in the MICE industry.



TO THEIR CREDIT...

In the UK profits from credit and charge card charges are to be banned from early 2013. Further, charges for credit/debit card payments will have to be clearly displayed at the start of the sale or booking process and the UK government will limit those charges to the actual cost of processing payments.

Why doesn't Australia follow suit? According to an ABC News report in May this year Qantas alone collected \$100 million more in fees than it was charged by the credit card companies. If Qantas wants to do something to attract passengers back to it, not ripping them off would be a good start.

Prior to 2003 the cost of accepting credit cards was generally absorbed into profit margins - the theory being that by using a credit card the user would spend more than they would without it. Often referred to as SPQR which, as well as being the motto of the Ancient Roman

Empire is also the acronym for "Smaller Profits, Quicker Returns" - taking a little less out of each transaction results in more transactions.

The growth of debit cards has meant that the increase in spending previously experienced no longer applies. But debit card users are still charged the same even though they're not 'borrowing' anything from the issuing bank.

The Federal Reserve Bank has spent years looking into the way in which the banks charge for their credit cards with little result, it's time for the Federal Government to step in and emulate the UK.

Maybe this would help tourism too.

Peter Gray is an independent motivation and meetings consultant who can be contacted at: peter.gray@motivatingpeople.net.



King hits Saffire

JUSTIN King has been appointed as the new general manager of Saffaire Freycinet in Tasmania.

The former general manager of Blue Lagoon Resort in Fiji, King comes to the property with more than 10 years' experience in hospitality in boutique, luxury international properties.

King replaces Saffire's founding gm, Matt Casey, who has moved to head up the Federal Group's sales and marketing for its tourism portfolio which includes Saffire, the Henry Jones Art Hotel, Freycinet Lodge, Cradle Mountain Chateau, Strahan Village, Gordon River Cruises and the West Coast Wilderness Railway.

Sweden to the Daintree

DAINTREE Eco Lodge & Spa has a new sales and marketing manager, Emmelie Jonsson.

Jonsson who lived in Australia previously but not in the tropical north, recently emigrated with her family from Sweden, joining The Daintree Eco Lodge team 10 weeks ago with an extensive background in hotel sales.

Record Peru visitors

ACCORDING to official visitor numbers, Australian travellers to Peru have increased by 23% in the first semester of 2012 compared to 2011.

It was the highest number of Australian travellers to Peru during January to June year-on-year ever recorded.

In the first semester of 2012, 17,388 Australians travelled to Peru, compared to 14,101 in 2011.

This follows a 1% increase to Peru for the full year of 2011 (30,436) compared with 2010 (29,659).

Rosana Guinea, who's Asia-Pacific coordinator for Peru's government-backed tourism body, PromPeru, said: "We have been working in the Australian market for over 4 years with the main focus to educate and work with the trade and it is wonderful to see that numbers are on the rise."

Peru is also now easier for Australians to access, with Qantas direct flights to Santiago easily connecting to LAN Chile's large South American network.