



Lifting the game

THERE are many hotels that pride themselves and deliver on their quick turn around on conference and event quotes.



So is this experience a common occurrence, or is it just one person's gripe?

An experienced event organiser was telling me how lack-lustre the response was from two Gold Coast, 5-star hotels (suggested by his client) to his request for a quote, for a 100 people event.

"I actually sent a written proposal of what I wanted and yet both not only took their time getting back to me, they clearly hadn't read it because not only was the information they sent wrong, they didn't have the courtesy to ring me to clarify my requests.

"I honestly thought they would be falling over me.

"There was no advice offered about special deals, ideas, suggestions or even any up-selling!

"Then, when I made the decision to go with one of the hotels, it took three days to get back to me with the information and they still got it wrong!"

Good and bad, let's hear about your experiences?

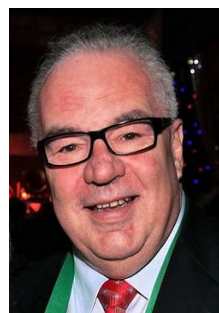
MEANWHILE BEN today features stories on the Ambassador Panel formed to work with SES and ABEE, TAA's new board, MEETINGS 2012 applications and a Getting to know on Antarctica from the air. Enjoy the read - Jill.

Ambassadors to work with SES & ABEE

LEADING industry experts within the special and business events world have formed an Ambassador Panel, to work with the team at Sydney's Event Showcase and the Australian Business Event Expo.

On the panel are Valerie Percival, special events manager, IBM Australia (**pictured right**); Tana Pal, head of events, group internal communications, Westpac; Carol Malloy, event manager, Telstra Corporation; Matt Jones, founder and consultant, Better Happy; Lena Malouf, event consultant and Janene Wardrop, events manager, Australian Medical Association.

Event industry leader Valerie Percival said, "From being involved in the first shows years ago, and having attended most of the events since that time, I strongly believe that the incorporation of this Ambassador Panel will offer insights into what works, what can be improved on, and how best to evolve the shows to stay ahead of the curve".



Gary Daly, ceo of Exhibitions and Trade Fairs - owner of both tradeshows (**pictured left**), said having the

Ambassadors on board is an essential component of this year's refreshed show strategy.

"The forming of the Ambassador



Panel presents a unique opportunity to bring the special and business event industries closer together, delivering inspiring and innovative content for the shows, and making sure that both events satisfy the needs of exhibitors and visitors," he said.

Sydney's Event Showcase, and co-located Australian Business Events Expo, will be held at Sydney Convention and Exhibition Centre on 14 and 15 August.

Novotel MICE deal

NOVOTEL Brisbane Airport is offering a conference package as part of this week's competition see **page 3** for more details.

Meanwhile the hotel is offering 10% off the total bill plus a bonus of 10% of the event value to be credited towards your next 2013 event valid for new clients.

For bookings or more information visit www.novotelbrisbaneairport.com.au/brisbane-conference-venue.

The Alana Bali opens

ARCHIPELAGO International has opened its newest hotel brand, Alana, in Bali this month.

The Alana Vasanti - Seminyak offers 200sqm of meeting facilities including one mid sized general session room and two function rooms catering to small and intimate corporate functions and banquets.

Accommodation options include four presidential and 24 deluxe suites and 93 guest rooms with private balconies.

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This idyllic Sunshine Coast multipurpose property offers a variety of unique dining options and experiences. With capacity for up to 1400 delegates Novotel Twin Waters Resort is the perfect destination for your next conference or event.

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 EMAIL conference@twinwatersresort.com.au
 QUOTE - iPad Mini

1 x iPad mini per booking. Must be confirmed by 31st May 2013. Minimum 25 room nights and \$5000 spend per event. New bookings only. Terms and Conditions apply.

www.novotelTwinwatersresort.com.au





business events news

25th March 2013



ENJOY THE TOTAL EXPERIENCE OF WORK AND PLAY AT CYPRESS LAKES RESORT

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Get smart and win!

RENDEZVOUS Hotels has a value promise that offers event planners a new way of doing business with their impressive Smart Meetings signature inclusions - free or at low cost - at their Australian & NZ hotels.

Inclusions such as free 24 hours of unlimited internet access in rooms; local telephone calls and low-cost international calls, low-cost mini bar and laundry pricing; no surcharge for use of credit cards; drink or dine at any Rendezvous hotel; and a free conference concierge to attend any requests.

In addition readers who enquire about their Book and Win Smart Meetings offer via rendezvoushotels.com/meetings and confirm and deposit a Smart Meeting residential conference, day meeting or a classic F&B event direct with a hotel before 30 July, will go in the draw to win a \$5,000 holiday to Singapore staying at the Rendezvous Grand Hotel.

TAA's new board

HOTEL industry heavyweight and Eureka Funds manager Nigel Greenaway has been elected as the new chairperson of Tourism Accommodation Australia NSW, the tourism accommodation industry's peak lobby group (TAA).

Greenaway was elected unopposed at the annual general meeting with Brian McHenry, general manager at Riverside Oaks Golf Resort elected deputy.

Greenaway replaces outgoing chairperson Peter Tudehope of Radisson Hotels and Resorts.

The remainder of the new board is made up of Craig Bond, area general manager, Oceania at Pan Pacific Hotels Group/ general manager PARKROYAL Darling Harbour (new); George Bedwani, chief operations officer at Transmetro Corp Ltd/ general manager Metro Hotel



on Pitt (current); David Bark, general manager Crowne Plaza Hunter Valley (new); Sonia Lefevre, general manager at The Langham Sydney (new); Philip Pratley, general manager at The

Grace Hotel (current); Gus Moors, director of Asset Management; Tourism Asset Holdings Ltd (new); John Mcilwain, area general manager at Rydges Hotels and Resorts/general manager at Rydges World Square (new).

"TAA is really starting to hit its stride and I am looking forward to being part of this exciting period for the accommodation industry," Greenaway said.

"The new board and I will be working hard to further the interests of all our members.

"I would also like to pay tribute to the hard work and dedication of outgoing chairperson Peter Tudehope."

Industry mourns Minhas Zulfiqar

THE sad news from Ajay Khanna, general manager, Crowne Plaza Norwest Sydney and Steven Skarott, IHG (InterContinental Hotels Group) Australasia regional director franchise performance, that Minhas Zulfiqar, the managing director and co-owner of Crowne Plaza Norwest Sydney, was killed last Thursday evening in Pakistan, has greatly shocked the industry.

Currently being looked into by the local authorities, the Department of Foreign Affairs & Trade as well as the Australian High Commission, those who were fortunate to know Minhas described him as a generous and well-loved member of the local community.

In particular, Minhas' dedication to philanthropy has made him a highly respected individual, recognised by his peers from the travel and tourism industry, and the people he worked with.



Arabs, Chinese, Indians and Europeans have long appreciated Malaysia's position as a nexus for trade and meetings. So much so, they're still here 600 years later.

Our predecessors once braved all manner of hazards to travel to Malaysia. Once here, they thrived amidst the many trade opportunities and warm hospitality of the local Malays. The result is a truly unique melting pot of cultures and customs.

This infusion of influences makes Malaysians cosmopolitan and while we are forward-looking, we retain a strong sense of our traditions.

As the centre of Southeast Asia and strategically located between India and China, Malaysia knows how to connect the world with Asia. Malaysia is English-speaking yet multilingual; a vibrant emerging economic and business centre; and a great value-for-money destination. You will see it in our ability to host any meeting, incentive trip, convention and exhibition. Malaysia has all the first-world infrastructure you want in a destination enhanced by a fusion of Asian cultures, food and hospitality.

Malaysia - Asia's Business Events Hub

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business events news

25th March 2013



crumbs!

GRIM and bear it.

Bacteria are alive and well and living on your mobile phone!

Its a repository of unseen microbes that retains a biological history of our actions, long after we've sent our texts, checked where we're meeting clients and called our mothers.

Students studying bacteriology at the University of Surrey imprinted their mobile phones onto Petri dishes to see what they might carry.

And while the results after just three days looked pretty unpleasant, most thankfully were harmless.

SWME's \$98 package

A new Day Delegate Package of \$98 has been released by South Wharf Meetings & Events (SWME), which includes four updated menu choices, pre-installed technology, free wi-fi and a range of meeting spaces.

The SWME, a combination of the Melbourne Convention & Exhibition Centre and Hilton Melbourne South Wharf, is a unique offering for small to medium sized events that perfectly combines the two venues facilities.

SWME is running an introductory competition for the package for a limited time.

Just book and confirm a Day Delegate Package for 10 to 250 people before 30 June and be in the running to win one of five 16GB Apple iPhone 5's.

To make a booking email southwharfmeetings@mcec.com.au quoting DDP2013.

Gain an extra edge

THE Australian Events Academy has a range of courses in events management, for which Government funding subsidies may be available.

Tutored by industry experts, the 8 week short course fills up fast, register at training@a-e-a.edu.au.

Halkin joins the COMO

THE Halkin by COMO, London, has appointed Simon Wakefield as its new general manager.

Simon returns to The Halkin after almost a decade following a stint as gm at London's Athenaeum Hotel and Apartments.

Roll up for MEETINGS 2013

APPLICATIONS are being taken for MEETINGS 2013 Hosted Buyer Program, an event that showcases the diverse range of destinations, venues, products and services available in New Zealand for conferences, meetings, exhibitions, events and incentive travel.

"It's a very popular program because not only does it provide opportunities for people to connect at a business level, but it also gives people the chance to network informally and to experience some of our great hospitality," says MEETINGS event manager Jeanette Stanton.

The sell-out event organised by Conventions & Incentives New Zealand, will once again be held in Auckland at the SKYCITY Convention Centre on 26 - 27 June and will have more than 170 exhibitors representing venues and suppliers from throughout New Zealand.

Designed to reward

ON the understanding that every conference is different, the Novotel Palm Cove Resort is offering conference organisers the choice on how they would like to be rewarded.

For instance, how does a bottle or two of Mumm Champagne, an indulgent treatment or a pampering massage sound?

Then again, you might prefer to enjoy dinner or receive complimentary accommodation at one of more than 30 Novotel Hotels and Resorts throughout Australia.

Perhaps enhance your conference program with a pre-dinner cocktail reception added to your conference dinner or add some premium menu upgrades?

For active groups, golf, yoga on the beach, a local activity or team-building can be organised or why not impress VIP's with a limousine airport transfer.

Email - conference@novotelpalmcove.com.au



Those who take part in the Hosted Buyer Program will be able to take advantage of a pre-scheduled appointment system and enjoy a comprehensive social program that allows them to connect in an informal, fun-filled environment.

Local hosted buyers can enjoy a famil day in Auckland, while Australian buyers have the opportunity to extend their stay and experience more of New Zealand to either Auckland, Rotorua, Taupo, Wellington, Christchurch & Canterbury or Queenstown.

"We want to make sure our friends across the Tasman go home with a better understanding of just how much we have to offer, which is why we're hoping to persuade as many Australian buyers to spend some time exploring the regions," Stanton says.

More details about those trips and how to register for the Hosted Buyer Program can be found at www.meetings.co.nz.

Ben on BEN inPlace RECRUITMENT

Each month Business Manager for inPlace Recruitment, Ben Carnegie, writes his observations from the recruiters perspective to help job hunters find the perfect job.

Ben has over 15 years working in 5 star hotels and the MICE industry and has worked on some of Australia's biggest events.

THE job market in the MICE industry in 2013 has really started heating up.



After the ups and downs of 2012, there are now more positions than the past 12 months had yielded.

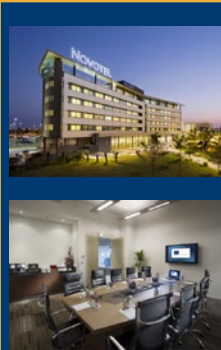
Traditionally we find that between mid-February and mid-June is the busiest time of the year for event companies to bulk up on staff, mostly due to the fact that the companies already know what staffing requirements lie ahead, beyond the end of the financial year.

Currently the market is showing movement at all levels, from event executives right through to senior management roles.

Knowing that the opportunities are out there, are you going to sit back and wait for the role to be advertised or will you take a proactive approach and make contact prior to the roles getting out to the mass market?

Events opportunities often are filled via word of mouth so let's get talking!

WIN an Exclusive Meeting Package at Novotel Brisbane Airport



BEN is giving readers the chance to win a Premium Conference Package courtesy of **Novotel Brisbane Airport**.

The prize includes full day use of the Executive Boardroom for up to 11 delegates, Premium Conference Package and audio visual equipment. Brisbane's airport hotel offers a dedicated conference centre, six event rooms, state of the art audio visual & capacity of up to 120 delegates.

To enter tell us in 25 words or less why winning the Premium Conference Package would benefit your company?

Email comp@businesseventsnews.com.au

HINT! www.novotelbrisbaneairport.com.au

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Kung Fu cruising

AS if the group needed another incentive to sail with Captain Cook Cruises Fiji, but in case they do, the cruise line has partnered with Shaolin Temple Europe, so passengers can further nourish their body and soul whilst cruising the beautiful islands of Fiji on all 3, 4 and 7 night cruises departing between 19 October to 30 November.

The introduction to Kung Fu, meditation, Tai Chi and Qi Gong classes, taken by a Shaolin monk on-board the *Reef Endeavour*, are integrated into the regular cruise itinerary and include two sessions per cruise with additional lessons priced from AU\$30 per hour for group classes (beginners/advanced) and from AU\$65 per hour for personal training (beginners/advanced).

Fares start from A\$995ppts for the three-night cruise.

Muchos luxury links

MUCH improved South America-Australia air links are seen as a development that will benefit Luxperience, the annual travel trade event for luxury and experiential travel in the Australasia region.



To enhance Latin American travel industry participation in the B2B show, which takes place in the Overseas Passenger Terminal overlooking Sydney Harbour, 2-4 September this year, Luxperience has appointed Ruben de la Fuente, director of Latinos Down Under (**pictured**), to boost participation from the region.

According to PATA statistics, the number of international visitor arrivals from Latin America into Australia is stable at around the 42,000 mark from 2008 to 2011.

These spiked to 440% between 2011 and 2012 to 229,000 with new aviation links triggering the boost.

LAN now has six flights per week between Sydney and Santiago, Qantas has three while Aerolineas Argentinas has three flights linking Sydney and Buenos Aires.

"We're getting a good response from buyers in Mexico, Brazil and Argentina," said Luxperience ceo, Helen Logas.

"Our Global Buyers program and the new aviation links are working in our exhibitors favour," she said.

MEA scholarship

ROSLYN du Plooy, the Melbourne Convention Bureau's bid executive, was awarded the Meeting & Events Australia (MEA)/USI Young Professional Scholarship at the MEA Victoria 2012 Industry Awards.

Recognising excellence & best business practice in the industry, encouraging professionals, and rewarding those who achieve outstanding results, the Scholarship will pay for her registration, flights and accommodation to the 26th annual MEA National Conference in Darwin.



Getting to Know: Antarctica ...from above

by: Jill Varley

WHILE some high-end incentive groups do make the sea voyage to Antarctica to experience the world's "last great wilderness," cost, distance and seasickness can be a major disincentive to this most rewarding of experiences.

There is, however, a much easier means of getting to Antarctica and you don't need to pack your thermal underwear, down jacket, or fur-lined snow boots.

Croydon Travel who operate several Antarctica Sightseeing day flights a year from Sydney, Melbourne, Perth and next year Brisbane (four hours down, four hours over the ice and four hours back), have been doing so in conjunction with Qantas since 1994 - the only Antarctica sightseeing flights in the world.

Passengers fly on a Qantas 747-400 aircraft and Croydon's owner and founder Phil Asker, who was awarded the Medal of the Order of Australia in January for his fundraising efforts, explained how a medical group held a training session during their flight down while in another instance IGA took 160 of their top suppliers.

"Everyone had a window and business class catering. On another occasion a wine company took over the whole of the economy section to launch a new product. We reckon the potential for groups is enormous," Asker said.

Flights don't actually land in Antarctica but fly in a figure eight formation over the ice for four hours so no one misses out no matter where they are seated. Enhancing the experience, each flight has world accredited Antarctic experts giving in-flight commentary.

For more information on the flights visit - www.antarcticaflights.com.au.

