



LAST month **BEN** experienced a whirlwind trip to Auckland for the opening of Air New Zealand's new flagship international lounge.

The facility is sensational & will be a hit with premium travellers of Air NZ and the Star Alliance.

The same kudos however can't be bestowed on the hotel stay.

SKYCITY Auckland may be mid-way through an upgrade program of its own, but is it acceptable for guests to be awoken in the early hours of the night to the sounds of construction?

If the reverberating sound of drilling for 5 minutes at 2am was not enough to stir me from my slumber, imagine my frustration to have drilling accompanied by banging, tapping and screwing for some 15 mins again at 4am?



If I was a paying guest and not hosted, I would have demanded a refund.

A hotel is a place for rest - not restlessness.

On check-out, front desk admitted "that shouldn't have happened. We've been arguing with the construction team about their hours".

I was told 'tool time' is between the hours of 8am and 6pm.

So why was there drilling in the still of dark SKYCITY Auckland?

At the least, there needs to be clear signage in the lobby & guests should be alerted on check-in of any such potential occurrence.

Most hotels shutdown nearby floors to prevent noise impacting guests, but even then, the sounds of construction are unlikely to occur in the wee hours.

Groups of SKYCITY Auckland should be cautious and seek assurances their parties are not to be impacted by construction sounds in the middle of the night.

The last thing PCOs want is to be blasted by clients with delegates delirious after a lack of sleep.

For the record, we're awaiting a response SKYCITY... *Guy Dundas*

CWT rejigs M&E operation

CARLSON Wagonlit Travel has confirmed significant changes to its Australian Meetings & Events offering, which are understood to have resulted in a number of redundancies within the organisation late last week.

According to the company, going forward CWT M&E will focus on "long term contracted meetings and events business, rather than transient meetings, events or group air services".

A CWT statement obtained by **BEN** this morning said Carlson Wagonlit Travel is "constantly exploring new ways to increase efficiency and maximise the potential of our resources and people."

"CWT M&E's new strategic approach will see resources managed more efficiently and in turn deliver a superior level of service and support to our

clients," the company said.

Carlson Wagonlit is also making changes to grow and strengthen its corporate offerings "as a result of strong corporate growth opportunities," the statement added.

On the global stage CWT Meetings & Events recently bought French corporate meetings specialist Ormès, claiming it was part of an "ambitious strategy in the meetings and events market" combining CWT's "large international meetings and events network with a strong local footprint".

Twice the travel show

EXHIBITION and Trade Fairs today announced that the 2016 Travel Industry Exhibition will expand to Melbourne.

Now in its third year, the 2016 show will take place on 11-12 Jul at Peninsula Docklands followed by the Sydney event a week later, once again being hosted at Luna Park - for more information see www.travelindustryexpo.com.au.

Qantas cab points

QANTAS today announced a new partnership with taxi booking app goCatch, allowing Frequent Flyer members to earn points when they book a cab.

Under the agreement one QF point is on offer per dollar spent on taxi fares over \$10.

NVP exhibits special

UNTIL 15 Dec, NVP exhibits is offering its latest exhibition stand and four 3.5 high Feather banners for \$8,800 plus GST.

For more information email gill@nvp.com.au.

Today's issue of BEN

Business Events News today has two pages of the latest news plus a **full page invitation to the next Travel Daily/JITO networking night**.

Hamilton wins conf

NZ'S Hamilton & Waikato region has won a bid to host the 2017 Conference of the International Society for River Science.

The five-day conference is expected to attract 250 delegates to the region and will be hosted at the University of Waikato.

It will include networking, dinner functions and field trips.



Events Calendar

BEN's calendar details events at various venues across Australia.

If you have an upcoming event you'd like us to feature, email info@businesseventsnews.com.au.

20 OCT

NSW Career Insights 2015; UNSW CBD Campus, O'Connell Street, Sydney; more info at: www.meetingevents.com.au

21-23 OCT

ITB Asia; Marina Bay Sands, Singapore; details at: www.itb-asia.com

27-28 OCT

Complimentary hosted Networking Functions for PCOA members; for details email: jillian@pco.asn.au

17-18 NOV

Australian Event Symposium 2015; Novotel Sydney on Darling Harbour; details at: www.eventsymposium.com.au

17-19 NOV

ibtm world; Barcelona, Spain; see: www.ibtmworld.com

18 NOV

Pacific Area Incentives & Conferences Expo (PAICE); SKYCITY Auckland Convention Centre; Auckland; more info at: www.paicexpo.co.nz

29 NOV-1 DEC

PCO Association Conference and Exhibition 2015; Adelaide Convention Centre; more info at: conference.pco.asn.au

1-2 DEC

EEAA 2015 Conference; Sydney; more info: www.eeaa.com.au

6-9 DEC

Dreamtime 2015; Adelaide; for details go to: www.tradeevents.australia.com

New Parramatta room

THE owners of the El Phoenician restaurant in Sydney's Parramatta have announced the debut this month of a new 100-seat venue.

Dubbed "The Private Room on Church," the soundproof venue offers full AV options and a range of ambience and culinary options - call 02 9633 1611.

Hep conf to sunny GC

THE 10th Australasian Viral Hepatitis Conference in Sep 2016 will be held at the Gold Coast.

The conference is expected to bring around 500 delegates made up of viral hepatitis specialists, medical practitioners, community workers and reps from gov't and health agencies.

Peppers appointment

DANIEL Badewitz has been appointed to the role of guest services manager at Peppers Cradle Mountain Lodge in Tas.

Badewitz will be the first point of contact for all guest requests.



business events news

6th October 2015

Do you have the **BEN** app?

ANDROID APP ON Google play

Download on the App Store

Getaway special

THE Retreat Port Stephens on the NSW north coast is offering corporate or leisure groups a weekend package of \$236 pp.

The special is for groups of at least 15 and includes two nights accommodation, breakfasts and a quad bike adventure.

The Retreat Port Stephens is ten minutes from Nelson Bay and 2.5 hours from Sydney.

The package is valid until 24 Apr 2016, excluding long weekends and public holidays.

To book, call 02 4982 1244.

NSW Parliament open House

NSW Parliament House celebrated opening its doors for corporate venue and function hire (**BEN** 20 Aug) by showcasing the venue to 250 events professionals last week.

Guests were treated to an operatic performance in the Jubilee Room (pictured top right), before heading through Fountain Court to the Strangers' Dining Room (see bottom right).

Philip Freeman, director Parliamentary Catering, said "Parliament House is a venue quite unlike any other here in NSW.

"We are the oldest public building in Australia, a working Parliament, and now a first class catered venue."

Parliament House has over eight rooms and spaces available which can accommodate a wide range of events and functions from board meetings, to cocktail parties, sit down breakfasts,



lunches and dinners, awards nights, Christmas parties and theatre-style seminars.

The High Tea in the House experience has also launched, available for corporate bookings and to the general public on the last Fri of every month.

Pacific World partner

PACIFIC World is extending its partnership with Reed Travel Exhibitions' ibtm events.

The duo have worked together for 11 years on the ibtm world event, and will now expand the partnership to cover additional shows.

Sallie Coventry, portfolio director, ibtm events said, "We have been working with Pacific World for many years and they have proven to be very professional as well as consistent in the great service that they deliver.

"We are confident that this partnership will contribute towards the seamless delivery of these shows going forward."

OCEC roadshow

THE Oman Convention & Exhibition Centre (OCEC) has this week kicked off its third annual Europe roadshow.

In collaboration with Oman's Ministry of Tourism, the showcase will visit Berlin, Brussels, Geneva and Milan.

The industry events will present offerings of the OCEC as a venue for conferences, congresses and exhibitions, and Oman as a destination.

"We have included additional networking events and will be visiting new cities to enable us to develop new leads and build relationships with organisers and associations," said Trevor McCartney, OCEC gm.

Ben on BEN



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

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

Interview suicide

YOU'VE secured an interview for your dream job. You have the skills they have requested and you can't



see any reason why things won't go smoothly. You attend your interview and it's your turn to ask questions. It's right here where things can go horribly wrong if you don't have intelligent questions prepared. My top 5 questions that should never be asked:

1. What does your company do?
2. When will I be promoted?
3. Can I work from home?
4. How much will you pay me?
5. How long is my lunch break?

I've heard all of these questions asked and the feedback from the employer is always "They did no research and only wanted to know what was in it for them." ALWAYS know what your prospective employer does & focus on how you can add value for the best results. The rest you'll learn later because you'll get to the 2nd round.



creating extraordinary futures
consultant to executive jobs

102,000 people have viewed jobs on jito

passively looking
don't miss your dream job
register today

post a job

register

view jobs



jito.co

jobs in travel, hospitality & tourism

Business Events News is Australia's newest online publication dedicated to the vibrant meetings, incentives, conferences and events sector.

Sign up for a free subscription at www.busesseventsnews.com.au.

Postal address: PO Box 1010, Epping, NSW 1710 Australia

Street address: 4/41 Rawson St, Epping NSW 2121 Australia

P: 1300 799 220 (+61 2 8007 6760) F: 1300 799 221 (+61 2 8007 6769)

Part of the Travel Daily group of publications.

Business Events News is a publication of Business Events News Pty Ltd ABN 80 153 775 449. All content is fully protected by copyright. Please obtain written permission to reproduce any material. While every care has been taken in preparation of the newsletter no liability can be accepted for errors or omissions. **BEN** takes no responsibility for the opinions of its contributors/columnists. Information is published in good faith to stimulate independent investigation of the matters canvassed. Responsibility for editorial comment is taken by Bruce Piper.

Editor: Bruce Piper info@busesseventsnews.com.au

Contributors: Guy Dundas, Jasmine O'Donoghue, Matt Lennon, Jenny Piper

Advertising and Marketing: Sean Harrigan and Magda Herdrik advertising@busesseventsnews.com.au

Business Manager: Jenny Piper accounts@busesseventsnews.com.au





Win a trip for two to

Los Angeles

Prize sponsored by American Airlines and winner to be drawn on the night

American Airlines



Industry Networking Night

This event is a traditional mix of complimentary food, drinks and networking

Jito and The Travel Daily Group have partnered with some key industry players to bring you our largest networking night of the year.

This event is open to anyone in the Travel & Hotel Industry at all levels.

Limited to 300 guests.
RSVP by 13th October
Your attendance will
be confirmed subject
to availability

20th October
6pm - 9pm

Rsvp to admin@jito.co

Ivy Terrace
Level 2
330 George Street
(Above Ash Cellar)
Sydney CBD

Sponsored by



Simply the best

TRAFALGAR

