



Hi

One of the benefits of using Key Conference Solutions to find the venue for your next meeting or conference is direct access (and it's free) to our wealth of knowledge and experience. When we have an understanding of your specific needs, we research appropriate venues, and then present our venue recommendation to you in our easy to interpret venue proposal format.

This efficient and professional way we go about serving your needs in finding the right conference venue has been reinforced through your positive feedback. What still surprises me is the volume of information being sent out in quotes by some venues. In fact I think the record for a quote was achieved when we received 19 pages by fax of what one can only described as pricing information, packaged sales guff, with pages and pages of menu choices for a day conference for 12 people.

If you are considering a conference for October- November 2003 then you might like to start planning earlier than usual as many venues are holding block space for the Rugby. Sydney and Melbourne venues will be affected more so than those out of town but residential conference and meeting space will become critical at this time. We've got the complete game schedule and have placed a number of conferences in this period already, and these are for conferences with no links to the Rugby.

Dealing with these issues is all part of what we do in finding the right venue for our clients' conferences. I'm happy to report that from the feedback our clients are giving us that our proposals are clear with uncomplicated easy to compare venue recommendations.

Regards,  
Jim Conway

P.S. Our conference venue finding service is free!

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**We're eager to hear what you think of this newsletter. Feel free to offer comments and suggestions when you [e-mail me](#).**

**Please forward this newsletter to a friend or colleague who may be interested in receiving our newsletter. Subscription is free.**

**I invite you to take a look at our easy to use resource rich web site [www.conferencesolutions.com.au](http://www.conferencesolutions.com.au) It now has some feature articles and helpful hints which can be downloaded. All the back issues of our newsletter are available here as well.**

## VENUE REVIEWS

### OUT OF MELBOURNE GETAWAY

Lou David recently visited Stonelea Country Estate and was reminded of why this outstanding conference venue is so well regarded for its conference environment. The latest edition to the long list of recreation facilities is the private 18-hole golf course.



Recently awarded a chefs hat with The Age Good Food Guide, the restaurant specialises in fresh regional produce accompanied by an excellent Victorian wine list. The extensive range of facilities ensure each conference group has a separate distraction free meeting environment. It has on site an excellent adventure-learning set-up with abseiling tower.

Stonelea Country Estate is ideal for residential conferences that run for two or more days with room in the program to take advantage of the wide range of recreational facilities including tennis, trout ponds, clay target shooting and more.

To find out first hand more about Stonelea Country Estate call Lou David +613 9870 4611

**“When one finds oneself in a hole of one’s own making, it is a good time to examine the quality of the workmanship.”**

**- John Renmerde**

### CENTRAL COAST - NSW

Set on the pristine white sands of Shoal Bay in Port Stephens, 2.5 hours drive north of Sydney, is Shoal Bay Resort. The resort is the re-development of the renowned Shoal Bay Country Club.

Shoal Bay Resort offers a large range of accommodation including suites, self-contained one, two and three bedroom apartments, penthouses, villas, the lodge and heritage rooms. There are 4 restaurants and 4 bars, 2 swimming pools, and a \$5.5M Aqua Spa & Health Club. Secure undercover parking is also provided.

## CONFERENCE TIPS

When assessing venues for a residential conference from the comfort of your office it’s important that we are all clear in the definitions that the industry applies to describing accommodation rooms in the quotes they send to you. Although hotels, conference centres, guest houses and motels all have different in-house names they use to describe their rooms, the typical industry standards are:

#### **Single room**

a room for single occupancy, with one bed, normally a double

#### **Double room**

a room for two occupants sleeping in the same bed

#### **Twin room**

a room for two occupants sleeping in separate beds

#### **Executive**

larger double or twin room, with a sitting area

#### **Suite**

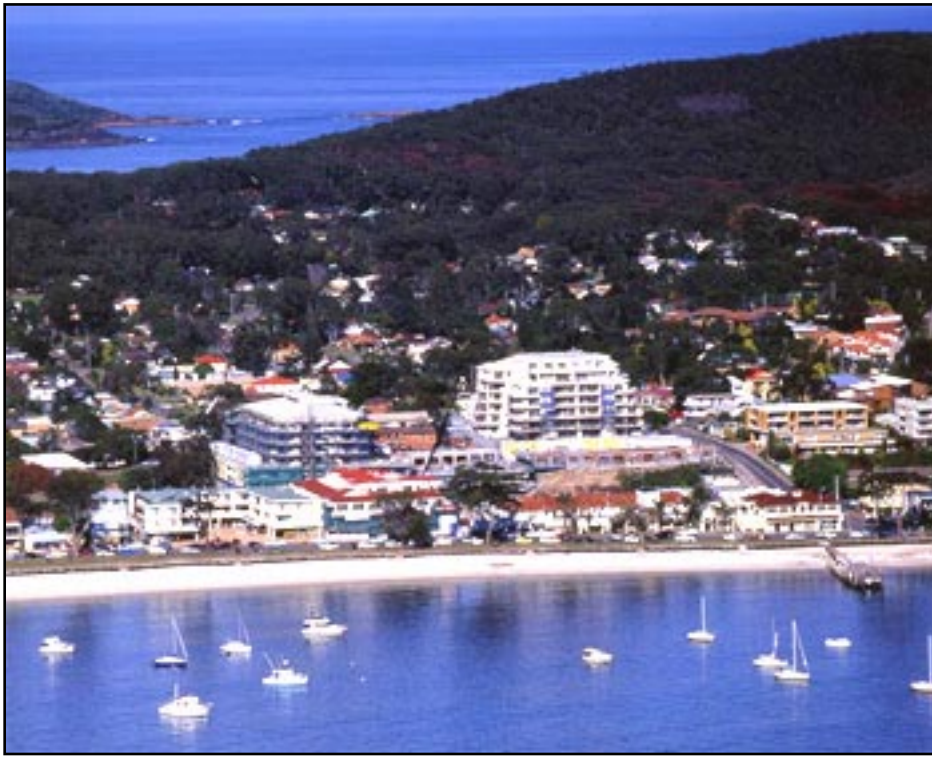
a room with a separate living/lounge area

#### **Shared facilities**

is where the bathroom is down the hall and shared with other guests

Making sure all delegates have the same standard of room can be important and asking for upgrades if available for the leader or presenter is common practice. Remember to ascertain from delegates their preference for smoking or non smoking rooms. Some venues are non-smoking throughout including accommodation rooms.

Closer to the event you will be asked to provide a rooming list with specific requirements noted (single, twin share, VIP etc). This will enable the venue to allocate bedrooms prior to your group arriving at the venue and ensure a smooth and swift registration for all your conference attendees.



The Resort contains the new Whitesands convention centre, providing the ideal location for professional functions, events, conferences, and product launches. Activities in the Port Stephens area are wide and varied with top class championship golf courses, charter cruisers and open boats available for sailing, fishing, dolphin & whale watching.

Ideal for larger groups and Associations, for more information call Sue Wall on +613 9870 4611

**“Motivation is like food for the brain. You cannot get enough in one sitting. It needs continual and regular top ups.”**

**- Peter Davies**

## IN THE HEART OF TOWN

Southbank's only 5 star all-suite accommodation is ideally located within cosmopolitan Southgate and just minutes from the CBD.

The Quay West Suites Melbourne has all the five star hotel services, heated indoor pool, gym, spa and sauna. All the suites have a fully equipped kitchen, dining setting, three-piece lounge, entertainment system, separate bedroom and bathroom and a balcony with outdoor settings.

## CONGRATULATIONS

The annual Victorian Tourism Awards acknowledge operators and businesses that make a valuable contribution towards their sectors. The Country Place Executive Conference Centre at Kalorama, in the heart of the Dandenongs won the Victorian Tourism Award in the meeting's industry category for the fifth consecutive year.

Other winners at the recent Yellow Pages 2002 Victorian Tourism Awards included:

The Mansion Hotel - Deluxe Accommodation  
Park Hyatt Melbourne - Luxury Accommodation



## Meet Margot Knight

Margot Knight – is the Director of Shy Tiger an innovative theatre company offering funny yet ‘biting’ comedies especially for organisations.

Topics include -‘Office Politics’, ‘Motivation’, ‘Stress’, ‘Relationships’, ‘Workplace Bullying’... through to women’s issues and depression. The short 20-30 minute pieces are perfect for conferences, meetings or training sessions, – and offer an alternative to comedians or speakers. The productions are written by top playwrights and performed by distinguished actors.

Shy Tiger recognizes that audiences have a brain, but like to have fun, so they research the issues thoroughly. They have plays available or can take a brief and tailor a piece for your particular needs.

### Clients have said of their plays:

*‘A sharp emotional roller coaster....better than a bex or a lie down’*

*‘Don’t go shopping, drink or do drugs til you see this play’....Gavin Jennings – MP*

You can make enquiries to Margot Knight on +613 9399 9874 or by [email](#)

**“Kites rise highest against the wind ... and not with it.”**

**- Sir Winston Churchill**



The Jarrah Restaurant and Bar offers contemporary cuisine with terrace seating with stunning views to the city over the Yarra River. The separate functions area is ideally set up for conferences and meetings up to 60 people and there are two well equipped meeting rooms. A larger area with terrace overlooking the river is ideal for functions up to 150 guests.

To find out more call Pam Conway +613 9870 4611

## YOUR SAY

"To find the right conference venue I recommend people use Key Conference Solutions. I was very happy with the pleasant way all our requests were dealt with. Nothing was too much bother and Sue Wall has been a pleasure to work with."

**Lynne Edgley – Merck Pty Ltd**

"Pam and her team are friendly and so helpful! It was great to be able to leave the running around and sourcing venues to a professional and reliable team"

**Claire Wentman – Novartis**

"Lou David and the team at Key Conference Solutions do a marvelous job in finding the right venue for our Epilepsy Research Retreat. Their attention to detail, friendly approach and efficient service make it an ideal company to work with and they take away much of the pressure in organising a conference"

**Lisa Johnson - Epilepsy Research Institute**

## VENUES AUSTRALIA-WIDE

Join Amcor, Hills Industries, Telstra, Vicroads, BP, Esanda, Department of Justice, AXA Australia, Thompson Learning and the Toll Group and many more of Australia's leading companies who are saving time and money in using Key Conference Solutions **FREE** venue finding service to find the right venue for their business events.

**"If what you're working for really matters, you'll give it all you've got."**

## IN THE KNOW

To maintain our knowledge of innovations, upgrades and newcomers on the venue scene Australia-wide, we regularly enjoy visits from property personnel for venue briefing sessions which lately included:

Lisa Moloney - Sebel Lodge Yarra Valley  
Andrew Oster – Hyatt Regency Sanctuary Cove

Melissa Dawson – Cypress Lakes Resort  
Victoria Anderson – Stamford Hotels & Resorts NSW

Heidi Griggs – Stamford Plaza Melbourne  
Joanna Cunningham - Manor Inn Mitcham  
Paul Humphreys – Le Meridien Melbourne  
Fiona Stibbs – The Boulevard Sydney  
Annabel Sullivan – Voyages Hotels & Resorts

Rob McKinna – Pinnacle Valley Resort  
Sally Taylor – Couran Cove Island Resort  
Danielle Wagemakers & Shenay Ramadam – Savoy Park Plaza

Tania Popko – Peppers Retreats and Resorts  
Leah Mallozi – Crown Plaza Hotels & Resorts

Robyn Kent – Edmund Barton Centre  
Colleen Freil – Surfcoast Spa Resort  
Kate Wilcox – Coach House Marina Resort  
Batemans Bay

Ross Buchanan – National Conference & Incentive Manager Mirvac Hotels and Resorts.

On a regular basis our team also samples first hand the facilities of conference venues. Sue, Lou and Pam recently enjoyed visits to Quest Apartments Knox, Adelphi Hotel, Mt Eliza Business School – Mt Eliza, The Stables Conference Centre Red Hill, Lindenderry at Red Hill, Blairgowrie Boatshed, Quay West Suites Melbourne, Stonelea Country Estate, Aitken Hill, The Country Place, Riva St Kilda, The Royce, Sebel Suites St Kilda Road, The Mansion Hotel Werribee Park and Carlton Crest.

This ongoing schedule of briefing sessions and venue inspections ensures our product knowledge is extensive and current which in turn allows us to offer you, our valued clients, a professional, authoritative and independent venue finding service. Let us find the right venue for your conference call us now +613 9870 4611 Our venue finding service is **FREE**.

- Nido Qubein

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## FREE BOOKLET "THE CONFERENCE ORGANISER'S GUIDE"

If you haven't already got a copy of our comprehensive guide on the nuts and bolts of planning a conference, you can get a free copy of our "*Conference Organiser's Guide*" which talks about how to organise a successful conference.

Call us on +613 9870 4611. We'll happily send you as many copies as you need to distribute around your company with our compliments.

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## CONTACT US:

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**"The greatest things are  
accomplished by individual people,  
not by committees or companies."**

**- Alfred A Montapert**

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**website**

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Conference Solutions website**

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