



Hi,

Winter has arrived with a cool chill in the air. At this time of year you could be looking to conferencing in the sun or perhaps in the cooler climes with a roaring log fire at the end of the day. Or perhaps you need to be thinking of your end of year event.

We have been busy sourcing venues for end of year events in Sydney and Melbourne and recently hosted a breakfast at The Backlot at Rydges Melbourne, a unique space, ideal for end of year functions. Familiarisations like this allow you to experience the atmosphere, food and ambience first hand a venue you may be considering for your upcoming events. If you would like to register your area of interest and attend one of our future events drop me an email.

Sydney continues to be very busy for us and some of our team will be attending Sydney on Sale in July to catch up with our network of contacts and to do some venue site inspections while in town. The trade show highlights both venues and support services to the conference and meeting industry and is organised by the Sydney Convention Visitors Bureau.

Still on the educational theme, Lisa Moloney National Business Development Manager for Key Conference Solutions will be travelling in July to Christchurch New Zealand for Meetings 2004 Conventions & Incentives New Zealand to get a fresh perspective on what's available right across the Land of the Long White Cloud. We'll bring you updates on all our travels in future editions of our newsletter.

You'll have noticed I have left the footy to last (go Hawks). I can report that I have slipped to 5th in our tipping competition; it might be best for me to stick with the sailing - 1st and 3rd in our last 2 starts. Enjoy your winter, with hopefully for the skiers, lots of snow at your favourite mountain.

Regards,

Jim Conway

THE DUXTON HOTEL MELBOURNE

QUAY WEST RESORT BUNKER BAY

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VENUE REVIEWS

Melbourne CBD

Built in 1913 as the Commercial Traveller's Club, the heritage-listed building combines all the character and elegance of the early 20th century, with the first class comforts of today.

Located in the heart of the CBD, with public transport located outside the front door. The Duxton Hotel Melbourne is a 4.5 star hotel.



The conference and banqueting facilities are able to accommodate from 10 to 300 guests and is an impressive area for presentation and training sessions, breakfasts, cocktail functions, grand dinners, awards nights and conferences.

All Deluxe, Club Rooms and Suites feature multi-channel satellite television, movies on demand, fax and data ports, in room safe, ironing facilities, personal bar, tea and coffee making facilities and voice mail message system.

Guests are able to enjoy a meal 'The Grill' restaurant, a drink in the 'Club Lounge', or have the convenience of 24-hour room service.

More information is available from Sue Wall +613 9870 4611

**“Work spares us from three great evils:
boredom, vice and want.”**

- Voltaire

On the beach in the west

Boasting an absolute beachfront location, Quay West Resort Bunker Bay is a brand new 5 star resort is just a 3-hour drive, or a thirty-minute flight from Perth and only minutes from the

CONFERENCE TIPS

I found these Industry terminology definitions along with hundreds of others at the American based Convention Industry Council web site www.conventionindustry.org

I have chosen just a few to test your knowledge...

Adjoining Rooms

Rooms with common walls, which do not have connecting doors.

A440

Designated international pitch to which pianos are tuned.

Andragogy

The art and science of helping adults learn as opposed to pedagogy, which is the science of helping children learn

Amenity

Complimentary items in sleeping rooms such as writing supplies, bathrobes, fruit baskets, shower caps, shampoo and shoe shine mitt provided by facility for guests.

Attrition

The difference between the actual number of sleeping rooms picked-up (or food-and-beverage covers or revenue projections) and the number or formulas agreed to in the terms of the facility's contract. Usually there is an allowable shortfall before penalties are applied.

Attrition Clause

Contract wording that outlines potential penalties or fees that a party may be required to pay in the event that it does not fulfil minimum commitments in the contract.

Back of the House

A term used in hotels to refer to areas for staff only, as opposed to the front of the house.

Banquet Event Order - BEO

A form most often used by hotels to provide details to personnel concerned with a specific food and beverage function or event room set-up.

Blocked Space

Sleeping rooms, exhibit, event, or other function space reserved for future use by an individual or organization.

Margaret River wine region.



Nestled alongside beautiful Bunker Bay, this perfect north facing resort covers 35 acres of magnificent landscaped gardens and offers a choice of 153 studio, 1, 2 and 3 bedroom luxuriously appointed contemporary villas. Each with a living/dining area, bedroom/s, kitchen and a choice of either ocean, lake or garden views.

Flexible event space features two column free conference rooms and 3 board/breakout rooms, catering for up to 300 delegates. Most rooms feature natural light and either an outdoor deck or courtyard area – perfect for pre and post meeting breaks. A dedicated banqueting team ensures a perfect outcome to any event.

With a choice of alfresco or indoor dining, the 'Other Side of the Moon' Restaurant has superb views across the Indian Ocean and modern Australian cuisine underpinned by soft Mediterranean influences. Other food and beverage options include a cosy bar with central wine feature, a casual beach café, and poolside bar and kiosk.

To find out more call Lisa Moloney +613 9870 4611

"The best place to find a good helping hand is at the end of your own arm."

- Martin Vanbee

Get your team on a HIGH

John Harris, from The Country Place in The Dandenongs, has just returned from an industry conference in Dallas, Texas. One observation John made, was the resurgence of Team Building activities in conferences. This trend has also been reflected here in Australia.

Organisations are looking to identify comfort zones, discover an individual's strengths and

Bluetooth

The process for the wireless convergence of cell phones, computers, personal digital assistants (PDA), etc.

Cash Bar

Private room bar set up where guests pay for drinks individually.

Complimentary Room

A sleeping room or function room provided to an individual or organisation at no cost.

Connecting Rooms

Two or more guestrooms with private connecting doors permitting access between rooms without having to go into the corridor.

SFX

Special Effects.

F&B

Food and Beverage

Fork Food

Food at a reception that requires only a fork and not a knife

Group Booking

Reservation for a block of sleeping rooms specifically for a group.

Group Rate

Confirmed rate extended to attendees booking their sleeping room accommodations as part of a group room block.

Printable versions of our Conference Tips are available in PDF format at our online resource centre www.conferencesolutions.com.au/downloads.html

"If you really want to do something, you will find a way. If you don't, you will find an excuse."

- Anonymous

weaknesses, promote risk taking and develop group dynamics through team building activities.



The Country Place in conjunction with Corporate Outdoor Training are in the process of building an exciting new ropes course facility, at Kalorama, just like the one pictured.

New and unique designs incorporated into the equipment allow for up to 18 people at one time to be actively involved in the activity. The "Multivine" and "Leap of Faith" activities will be ready for groups by the beginning of July.

To find out more call Pam Conway +613 9870 4611.

YOUR SAY

"Great job on getting everything organised for this function, your work on this project has been tremendous and has saved us a lot of time. As you know Jenni and I have been pulling our hair out with this one. Organising a function for 600 people who are scattered all across Melbourne is hard, so thanks for your patience and understanding with everything, much appreciated. Thanks again for all your help."

Darryn Skipper
Swinburne University

"The dedication and professionalism that I have received from Sue Currie of Key Conference Solutions has been immeasurable. Sue has meticulously researched venues for our Profile Builder Program, negotiated on our behalf and has provided us with quality reporting on all her findings. I would have no hesitation in using the services of Key Conference Solutions again, as they are proficient and results oriented'."

Helen Abrams Profile Builder Program
Leader Community Newspapers.

MEET FRED STEWART



Fred has been in professional practice since 1986, having previously held senior Human Resources Management roles in the service, manufacturing and retail sectors. During his corporate and consulting career he has developed expertise across a wide range of human resource management issues.

The planning and facilitation of conferences and workshops is a strong focus for Fred and he has extensive experience in this area. He has a strong view that the selection of an appropriate venue is a critical element in the success of the event. "The venue has to be right for the client group and create the environment where the desired outcomes can be achieved. Very simply, it can make or break a conference, the right fit between client group and venue is, if not paramount, close to it."

Fred Stewart is Principal of APS Consulting Pty Ltd and works with many of Australia's leading companies. You can contact Fred at +613 9690 2989 or by email apscons@bigpond.net.au

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"I try to take one day at a time, but sometimes several days attack me at once."

- Ashleigh Brilliant

SHARING THE KNOWLEDGE

Our 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, professional, authoritative and independent advice on the conference and meeting venue scene Australia-wide.

BEEN IN TO SEE US

Vanessa Sheehan - Artistic, Shenay Ramadam and Danielle Wagemakers - Savoy Park Plaza, Emma Parker - Sheraton Towers, Tish Black - The Cumberland Lorne, Teresa Bricknell - Accor Hotels, Mary-Jane Zacchei - Royal Pines, Michela L'Etang - Old Melbourne Hotel, Rachael O'Neil - The Westin Melbourne, Olivia Horsell and Jane Kingston - Hilton Hotels, Michele Tocci - Hemisphere Conference Centre, Felicia Corso - Epicure, Lyndall Pitchford and Kirsty O'Bryan - Victorian Arts Centre, Victoria Holtelius - Duxton Hotels New Zealand, David Axup - Entertainment Consulting Group, Mary Helen Farrell - Outrigger Beach Club & Spa Palm Cove, Rebecca Zukowski - Vic Harbour Kitchen & Bar, Judith Low - Bayview on the Park and Penny Long - P&O Australian Resorts.

"Nobody wins unless everybody wins."

- Bruce Springsteen

CONTACT US:

Phone: +613 9870 4611 - Fax: +613 9870 4622

Sue Wall: Sales Consultant
swall@conferencesolutions.com.au

Lou David: Sales Consultant
ldavid@conferencesolutions.com.au

Pam Conway: Industry Consultant
pconway@conferencesolutions.com.au

Sue Currie: Sales Consultant
scurrie@conferencesolutions.com.au

Lisa Moloney: National Business Development Manager
lmoloney@conferencesolutions.com.au

Stephanie Conyers: Administration Assistant
sconyers@conferencesolutions.com.au

HAPPENINGS

You can come along and catch up with our team on Thursday 5 August at the Victorian meeting and events trade show MEETING MART 2004 to be held at the Carlton Crest Hotel Melbourne. Key Conference Solutions will be an active exhibitor, so drop in at our stand and say hello. You can register your interest at www.conferenceworks.net.au

Our own Lisa Moloney is currently enjoying the sunny shores of Cairns and Port Douglas combining a short holiday with some site inspections. We look forward to her feedback on the venues and resorts way up north in our next newsletter.

Break Free Resorts will assume management of Erskine on the Beach at Lorne from mid June 2004. Building works over the coming 6 months may restrict the availability of some of their conference rooms. Amongst the work being undertaken is an indoor pool and spa complex. Ultimately, the Resort will number some 300 rooms.

Our next site inspection tour is coming up soon and will be to the Geelong region. If you would like to register your interest in this or future site inspections just drop an email to jconway@conferencesolutions.com.au

JOIN AUSTRALIA'S LEADING COMPANIES

Join Australia 's leading companies that are taking advantage of the **FREE venue-finding service** Key Conference Solutions offers.

Applied Biosystems, CBA, Citizen Watches, Australian Red Cross, Novell, KPMG, GlaxoSmithKline, Visy, Leader Newspapers, VicUrban, Arlec, Bang & Olufsen, Guild Insurance, Powercor, Zinifex, Telstra, ANZ, Bureau of Meteorology, CSL and Sancella are just some of the companies who have chosen Key Conference Solutions to source venues throughout Australia, New Zealand and overseas for their business events.

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**.

website

Click here to visit the Key Conference Solutions website

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"Once a word has been allowed to escape, it cannot be recalled."

- Horace

OUT AND ABOUT

On a regular basis our team members are out and about sampling first hand conference and meeting venues. Sue Currie, Sue Wall, Lisa Moloney and Jim Conway visited the Mornington Peninsula and were shown all the facilities for conference delegates available at Moonah Links. After having a relaxing session in the Endota Day Spa they enjoyed a fantastic dinner and overnight stay, but no time for golf this visit.

Team members have also visited Lake House , Stamford Plaza Double Bay , The Mansion Werribee, The Country Place, Glen Erin Vineyard Retreat, Atlantic South Wharf , Victorian Arts Centre, Mt Eliza Centre for Executive education Melbourne Business School-Mt Eliza, Duxton Hotel Melbourne, Rydges Hotel Melbourne, Novotel on Collins, Westin Melbourne, The Springs Retreat, Pure South and Deakin Management Centre.

Let us find the right venue for your conference call us **NOW**
+613 9870 4611 **Our venue finding service is FREE.**

"By and large, language is a tool for concealing the truth."

- George Carlin