

9AM – GENERAL MANAGER DAILY NEWS REPORT

RELEASED TO HOTEL GMS – 9AM DAILY

MONDAY OCTOBER 22, 2012



Paul McHenry

Cairns casino set for Chinese tourist influx

SYDNEY: The Reef Hotel Casino has braced for an influx of Chinese punters after the first of the Shanghai-Cairns flights arrives in a fortnight.

Casino general manager Paul McHenry said preparations had been in place long before the China Eastern and China Southern flights were announced earlier this year.

“We’ve been preparing for this strategy for some years,” he said. “We’re already getting a fair few Chinese in here but we expect more volume, more frequent Chinese visitors, which is wonderful for us as an entertainment centre.”

Known as a culture with a high gambling rate, the Chinese are likely to flock to the baccarat tables and sic bo, a traditional Chinese dice game. He said casino staff had learnt customs peculiar to the Chinese.

“There’s been training so they understand all the nuances – what to do, what they like, what they don’t like,” Mr McHenry said. “For example, number four is like a death number for them, they like to have green tea and they don’t like queuing.”

Signs and promotional material in Chinese were already in place, he said.

It is expected the flights will bring more Chinese high-rollers to the casino’s premium players room, but their risks will be far less than southern casinos, where bets range up to \$350,000 in a single game.

Packer casino at Barangaroo step closer: reports

SYDNEY: There are suggestions that James Packer’s plans for a casino at Barangaroo in Sydney are a step closer to reality. The casino mogul’s proposal may have cleared its first hurdle with the New South Wales Government.

It has been reported that Premier Barry O’Farrell will consider the proposed casino and hotel complex under the Liberal government’s new policy for dealing with big infrastructure projects from the private sector. The Office of the Premier has refused to comment on the reports, which if accurate, would see state cabinet consider the \$1 billion proposal.

But the Greens MP, John Kaye, has already responded, saying his party will oppose the plan outright. Labor’s planning spokesman, Luke Foley, is more receptive to the plan.

SkyCity expects full-year profit in ‘\$140 millions’

AUCKLAND, NZ: SkyCity Entertainment Group, the casino and hotel operator, says full-year profit is expected to be “in the \$140 millions,” in line with the 2012 result, with Darwin seen as a standout in otherwise flat trading conditions.

The shares fell 2.5 per cent to \$3.85 on the NZX and have gained 13 per cent this year. Normalised net profit, which strips out one-time items and adjusts for its theoretical win rate, was \$141.4 million in the year ended June 30.

In the year to date, July 1 to October 17, sales at the company’s main Auckland casino fell 4.9 per cent to \$146.1 million, with about \$7 million of RWC revenue that was not repeated. Hamilton sales rose 14.2 per cent to \$17.6 million and the rest of the New Zealand business was up 20.5 per cent to \$4.5 million. For the Australian casinos, Adelaide revenue rose 0.5 per cent to \$A49.6 million and Darwin by 12.4 per cent to \$A44.2 million.

Planned Air New Zealand pilot strike called off

AUCKLAND, NZ: A planned strike by more than 100 pilots has been called off, after a three month-long superannuation dispute with Air New Zealand swung in their favour.

The pilots from Eagle Airways, a subsidiary of the national carrier, had threatened four days of strikes from next Friday unless the company’s dollar-for-dollar superannuation contribution increased from four per cent to 7.5 per cent of a pilot’s pay.

Airline Pilots’ Association president Glen Kenny said the pilots had reached a settlement with the airline and had withdrawn their strike notices. The new collective agreement would give the pilots the same superannuation entitlement as Air NZ’s other subsidiaries, Air Nelson and Mount Cook. The agreement would take a few weeks to ratify.

Mantra group unveils property near Bali airport

SURFERS PARADISE: Surfers Paradise-based hotel group Mantra has announced it is set to open its first Asian property. The Mantra Nusa Dua, located 10 km from Bali’s Denpasar Airport, will have 172 guest rooms, a spa and wellness facility, and extensive conference amenities when it opens in December.

Mantra Group chief executive Bob East said the new hotel, which was being developed with MJB Hoteliers, was an exciting step for the company. Mantra has also released its first-quarter result, showing a \$2.8 million jump in earnings before interest, tax, depreciation and amortisation to \$15.4 million and a 5.6 per cent jump in revenue.

THL, Kea, United Campervans merger approved

AUCKLAND, NZ: Tourism Holdings Limited (THL) shareholders have voted to approve its merger with motorhome rental competitors Kea Campers and United Campervans in a \$69.5 million deal. The listed tourism company held a special shareholders meeting in Auckland to decide on the deal which it first proposed last month.

THL will pay \$7.4 million through the issue of 12 million THL shares at \$0.62 per share and a further \$3.2 million in cash for the businesses, as well as refinance \$50.9 million of debt in the companies. A deferred payment of up to \$8 million is contingent on vehicle selling prices meeting expectations. The company said over 95 per cent of proxies filed before the meeting supported the merger, while a unanimous show of hands at the meeting sealed the deal.



Stock Up Now!

25% Off All Paper Rolls!!!

when you purchase online

micros.com.au/store

This is a limited offer

9AM – GENERAL MANAGER DAILY NEWS REPORT

PAGE 2

MONDAY OCTOBER 22, 2012

HOSPITALITY SOLUTIONS™ Hemisphere
 Sales & Marketing
 Hotels | Resorts | Apartments

Let us take care of your Sales & Marketing while you take care of your business

- National sales calls
- Distribution of rates and room inventory
- Revenue and yield management
- Ecommerce - including: 3rd party channel web site implementation & GDS distribution
- Search Engine Optimisation, Google Adwords and Social media

Phone Ralph Kelly confidentially on 0400 214 415
 Level 1, 52 Avenue Rd, Mosman, NSW, 2088
 info@hemispheresolutions.com.au
 www.hemispheresolutions.com.au



\$300m development of Circular Quay gets the nod

SYDNEY: The face of Circular Quay is set for a \$300 million revamp after the NSW Government gave the go-ahead for the demolition of the former Coca-Cola headquarters and the development of upmarket apartments.

It is the final phase of the East Circular Quay redevelopment which began when the existing apartments and hotel were built on the site of an old car park. AMP Capital and Mirvac have been negotiating with the Planning Department and the City of Sydney since before Coca-Cola Amatil moved to North Sydney two years ago.

Under the scheme, the office block at 71-79 Macquarie Street is to be demolished for a "world-class" residential tower and serviced apartments. The proposed 19-storey tower would adjoin the hotel that was recently rebranded the Pullman Quay Grand Sydney Harbour from the original Quay Grand developed by Mirvac. Included in the development will be expanded pedestrian areas, a pedestrian walkway, and more shops and restaurants.

Qantas to expand its Brisbane engineering base

BRISBANE: Qantas will spend \$30 million on expanding its heavy maintenance base in Brisbane as it prepares for an eventual consolidation of its aircraft engineering facilities in Australia from two to one. The airline has previously flagged that it plans to eventually close a heavy maintenance base at Avalon Airport near Geelong in Victoria, and shift the work to its eight-year-old Brisbane facility.

Qantas chief executive, Alan Joyce, said that the airline's \$30 million investment in the engineering base at Brisbane would involve expanding a hangar from one to three lines of maintenance. The work includes new aircraft docking systems, safety equipment and new hangar doors.

Complaints with new Brisbane airport pick-up zone

BRISBANE: Two months after coming into effect, Brisbane Airport's pick-up and drop-off area has come under renewed criticism from travellers. The 221-bay car parking area allows people to park for 20 minutes for free when picking up or dropping off domestic passengers.

Brisbane Airport Corporation's public relations manager, Rachel Crowley, says although the design was revamped after public feedback, complaints are still coming in. The majority of complaints have focused on the length of the walk from the terminal to the pick-up area, approximately 400m, as well as a lack of signage and traffic congestion during peak periods.

energy eye® somfy

GUARANTEED TO SAVE 15-35% ON YOUR GUESTROOM HVAC EXPENSE

www.energy-eye.com

Smart Hotel Solutions
 Authorized Australian Distributor
 Tel: 1 300 796 471
 www.smartsol.com.au

DAVD Consulting Engineers
 Audio Visual - Communications - Hospitality Technology

Design Engineering
 Tender Development
 Project Management

Specialist Independent Consultants for all facets of Hotel Technology Design and Procurement.

p: 07 3219 1111
 e: info@david.com.au
 w: www.david.com.au

GuestCentrix™
 Hospitality Software

Integrated solutions for Hotels, Apartments, Island & Ski Resorts

- Property Management
- Central Reservations
- Trust Accounting
- Point of Sale
- Central Reporting
- iPhone / iPad apps
- Conference & Banqueting
- Web Reservations
- GDS Interfaces

[f](#) [t](#) [in](#)

AUSTRALIA | NEW ZEALAND | UNITED KINGDOM

www.cmshospitality.com

9AM – GENERAL MANAGER DAILY NEWS REPORT

PAGE 3

MONDAY OCTOBER 22, 2012

**Abode –
The Apartment
Hotel**

**Now open in
Canberra**

abodehotels.com.au

If
THE LOUIS FITZGERALD
HOTEL

ROOM SALE

FROM **€65** ROOM ONLY

BOOK NOW



HOLIDAYS?

MANAGEMENT RELIEF SOLUTIONS
RESORT / MOTEL & APARTMENT RELIEF
MANAGEMENT FOR 1 DAY, 1 WK OR 1 YR OVER
20 YRS IN SENIOR MANAGEMENT IN
AUSTRALIA & PACIFIC ISLANDS

WE ALL NEED A BREAK BUT WE NEED TO
KNOW WE CAN GO AWAY & NOT WORRY THAT
OUR HARD WORK FOR THE PAST YEAR WILL
BE COMPROMISED. CONTACT US NOW, WE
CAN LOOK AFTER YOUR BUSINESS. IT'S
CHEAPER THAN YOU THINK

resortminders@live.com.au



Docklands' Observation Wheel nears completion

MELBOURNE: Melbourne's Southern Star Observation Wheel is a step closer to completion. The seventh and final section of the rim has been installed at the construction site at Docklands.

The wheel had to be rebuilt after cracking in extreme heat in 2009. However there is still no opening date for the new ferris wheel. The next phase is the welding of the drive rail around the outer rim and the removal of the temporary support trusses. Southern Star says the team is working to achieve the earliest possible opening date.

SA taxi operators wary of late-night trading plan

ADELAIDE: The Taxi Council welcomed proposed alcohol-related restrictions for late-night venues, but questioned possible spin-off effects. Changes would include banning the serving of alcohol shots in the early hours.

There would be a lock-out of new patrons from venues after 3.00 am and tighter controls on serving drinks, including a ban on alcohol shots in the early hours. The South Australian Government is seeking feedback on the draft code of practice.

Taxi Council president Wally Sievers urged the Government to investigate whether the lock-out plan might encourage revellers to party on inside and creating problems later on as people try to go home in big numbers from the city.

Canberra restaurant fined \$1,800 for dirty kitchen

CANBERRA: The owner of a northside Indian restaurant has been fined \$1,800 after health inspectors found cockroaches on the premises. But a magistrate has said the damage to Taj Agra boss Khawar Siddiq's professional reputation could be more onerous than the fine.

And the 14-year restaurant veteran has criticised health authorities for laying charges just one day before a 12-month statute of limitations expired. Taj Agra in Dickson was closed for six days in February last year after health authorities discovered breaches of the territory's food safety laws. The ACT Magistrates Court was told inspectors discovered improperly covered food, unclean equipment, dirt behind a fridge, and both live and dead cockroaches.

TECHNOLOGY 4 HOTELS

Provide Wireless Internet Access with Minimal Cost

- Guest demand for wireless is increasing with the 'iPad Revolution'
- Convert existing wired solution to wireless as well
- Provide easy access to your Internet Access Point
- USB port so guests can charge various devices
- No renovation or new costly infrastructure needed
- Provide wireless regardless of building construction
- Fill weak or deadspots present with your current wireless solution
- Provide Wi-Fi with simple remote-manageability

NEW! Featuring Variable Network Up to 5 SSIDs per AP and 7 VLANs

Helping Hoteliers Deliver the Best Possible In-Room Experience for their Guests

W | www.Technology4Hotels.com.au P | 1300 503 657 E | Brendon@Technology4Hotels.com.au

9AM – GENERAL MANAGER DAILY NEWS REPORT

RELEASED TO HOTEL GMs – 9AM DAILY

MONDAY OCT 22, 2012

**THE ARGYLE****General Manager**

Prominently positioned in the heart of The Rocks, The Argyle is one of Sydney's most iconic hot spots. Combining six unique spaces under the one roof, this blended entertainment mecca has a distinctive style and vibrant atmosphere, making it a magnet for locals and visitors by day and night.

- **Attractive Remuneration Package & Benefits**
- **Located in Sydney's Historic The Rocks District**
- **Important Leadership Position with Autonomy & Scope for Creativity**

The Role:

- Responsible for the overall management of a 1,500 capacity multi levelled bar and entertainment venue.
- Full Financial Management Responsibility.
- Ensures a strong Customer Service focus and exceptional execution standards.
- Overall responsibility for the management of a large team of FOH and BOH professionals.

Required Skills & Experience:

To secure this important leadership position you must have:

- Proven experience in a comparable environment in a similar position.
- Strong business acumen and an understanding of how to drive business and revenue.
- An ability to provide detailed analysis of performance results and financial reports.
- A 'hands on' approach to business operations, enabling you to successfully and efficiently guide new and existing operations.
- Knowledge of the relevant statutes, compliance and industry regulations.
- An ability to manage competing demands and tight deadlines.
- A customer focus and willingness to be held accountable for customer satisfaction.
- The presence to lead and motivate our large team of high performing and talented professionals in the pursuit of excellence.
- The skills to allow you to effortlessly communicate with a wide range of people on a daily basis.
- The motivation to succeed in a challenging role that will test your ability to work creatively and autonomously.

The successful applicant will be rewarded for their performance with an attractive salary package and benefits.

If you have a Permanent Resident visa and a desire to bring your creative ideas and strong leadership to this role, we'd love to hear from you. Just send your CV and a covering letter to: careers@urbanpurveyor.com

Go to: www.urbanpurveyor.com/jobs

<http://www.theargylerocks.com>

**Sales Manager**

Delaware North Companies Australia is currently seeking a focused and results driven Sales Manager to develop new and existing business opportunities within our Parks and Resorts division.

You will help drive sales for our 5 iconic Australian properties comprising of El Questro Wilderness Park, Kings Canyon Resort, Heron and Wilson Island Resorts and our award winning Lizard Island Resort.

Key responsibilities of the role include:

- Develop and implement sales plans for all properties
- Develop and execute sales activities such as sales missions, client events and road shows
- Maintain existing and cultivate new industry networks and stakeholder relationships
- Investigate leads received from our resorts and complete follow up action
- Maximise occupancies and average daily rates by closing relevant contracts and executing superior account management
- Keep accurate and up to date records of all clients and competitors
- Conduct regular competition analysis of target markets
- Attend business networking events, exhibitions, trade shows, open days and client meetings

To be successful in this role you will be a self starter with an entrepreneurial capability and proven track record in hotel/resort sales. You will be focussed on strategic sales growth and what's best for the business.

You will possess the following:

- Superior communication and presentation skills
- Ability to establish and maintain robust stakeholder relationships
- High degree of resilience and flexibility to adapt to changing landscapes
- Guest and client focus
- Confident and collaborative leadership style
- Ability to work independently to support the broader business
- Tertiary qualifications in Business and/or Tourism will be highly regarded

This is a Brisbane based work from home arrangement, supporting the growth of our resorts across Australia, therefore extensive travel to our resorts, trade shows and sales appointments is anticipated.

This is a fantastic opportunity for an experienced Sales Manager to join an organisation that is focused on its people and clients, operational excellence and strategic growth. If you believe you have the right skills, experience and attitude to be successful with us, apply now.

Further enquiries can be directed to Kim Vittorio via kvittorio@dncinc.com or (03) 9413 6285.

To learn more about Delaware North Companies Australia & New Zealand please visit our website: www.delawarenorth.com.au.

As we prefer to deal with our candidates directly, we do not accept applications from Recruitment Agencies.

It begins with a Special Place

www.delawarenorth.com.au