



Burswood Entertainment Complex
TUESDAY 1 & WEDNESDAY 2 MAY 2012

HOSPITALITY UNITES 2012



Australian Hotels Association
WESTERN AUSTRALIA

Register online at
www.ahwa.asn.au



HOSPITALITY UNITES

See, hear and experience the best and latest in WA's liquor and hospitality industry



WA's Liquor & Hospitality Conference & Expo

TUESDAY 1 & WEDNESDAY 2 MAY 2012
18+ TRADE ONLY EVENT 1-6PM

Hospitality Expo offers an extensive range of innovations and ideas for visitors to discover the latest premium hospitality products and services.

Exhibitors have been selected to present the very best and freshest industry thinking ensuring that visitors will see first-hand products and services showcased from over 100 industry suppliers, including:

- Audio Visual
- Bedding
- Beer
- Entertainment
- Financial
- Food
- Furniture
- Hotel Equipment & Supplies
- Point of Sale
- Security
- Spirits
- Wine
- and much more!



HOSPITALITY 2012 CONFERENCE

Western Australia's only dedicated hospitality conference returns for 2012 and we invite you to attend. Hospitality conference has been tailored to minimise the time spent away from your business while delivering maximum results.



HOSPITALITY 2012 CONFERENCE

A condensed and comprehensive two day educational program that will benefit all hospitality management levels

TUESDAY 1 MAY

Time Topics & Speaker

10.00am - 10.40am **HOSPITALITY ISSUES IN FOCUS**
Bradley Woods, CEO/Executive Director, Australian Hotels Association

The AHA(WA) is the leader in fighting for and representing the issues that affect the hotel and hospitality industry. Bradley Woods will share the AHA's insight into future opportunities and challenges.

10.40am - 11.20am **ONLINE MARKETING – THE PROS AND CONS OF DISCOUNT SITES**
Sally Smith, Project Manager, Australia Tourism Data Warehouse

Discover how online discount sites can work as a marketing tool for your business. Increase your customers and generate awareness of your venue while putting strategies in place to successfully avoid the pitfalls.

11.20am - 11.50am **WHAT DO YOUR CUSTOMERS WANT NEXT?**
Michael Pezzutti, Category Strategy Manager, Lion

Consumers have a growing appetite for food and beverages, hear how to ensure you are providing what they demand. This not to be missed session will empower you with knowledge for the future! Learn how consumer trends have changed and where they are heading.

11.50am - 12.30pm **EMPLOYMENT & WORKPLACE RELATIONS EXPERTS**
The National Director of Fair Work Ombudsman and Panel of National AHA IR Managers

Hear how to manage complaints of underpayments at the first stage directly from the Fair Work Ombudsman. Learn how early intervention can reduce any potential fines.

Many employers are still getting it wrong when it comes to effectively managing the performance of their employees. Poor performance management and termination procedures can increase the legal risks associated with issues such as unfair dismissals, discrimination and adverse action. Hear how to get it right.

12.30pm - 1.15pm **INDUSTRY NETWORKING LUNCH**
Presented by Carlton United Brewers

WEDNESDAY 2 MAY

Time Topics & Speaker

10.00am - 10.45am **ENFORCEMENT**
Commissioner Karl O'Callaghan, WA Police

What are the WA Police's future expectations for your industry? What are the areas of focus and concern? What expectations do they have of licensees and hear how the industry and police can work together to develop new management practices. Don't miss this unique opportunity to ask questions!

10.45am - 11.15am **SAVE MONEY, SAVE TIME, SAVE THE ENVIRONMENT!**
Food Service Consultants Society International (FCSI) - The 21st Century Kitchen

FCSI promotes professionalism in foodservice and hospitality through innovation and design. Hear from top consultants on how you can almost completely eliminate chemical usage in cleaning and sanitizing and how you can reduce maintenance costs on your exhaust hood in your venue. Reduced chemical usage, cleaner air emitted = a better environment and \$\$\$ saved!

11.15am - 12.00pm **EMPLOYEE ENGAGEMENT OR ENRAGEMENT**
James Adonis, Managing Director, Team Leaders

James took a team that had employee turnover exceeding 70 per cent, reduced it to zero and kept it there for 2 years.

Learn how to create an engaged and switched-on team that are less likely to resign, call in "sick", and have far greater levels of quality and productivity. Also discover why people hate working for you, James will identify what causes employees to be angry, frustrated, and upset at work.

12.00pm - 12.30pm **THE POWER OF POSITIVE MEDIA**
David Hogan, Managing Director, SCOOP Publishing

Learn how to engage the media to your advantage. There are many avenues you can utilise to promote your business. Positive reviews both online and in print, editorial content in quality publications, and adopting social media strategies all play a part. Hear how to get the mix right.

12.30pm - 1.15pm **INDUSTRY NETWORKING LUNCH**
Presented by Synergy



BURSWOOD ENTERTAINMENT COMPLEX
TUESDAY 1 & WEDNESDAY 2 MAY 2012



SOCIAL + NETWORKING EVENTS



GALA DINNER

MONDAY 30 APRIL 2012

**The AHA Customers ATM Gala Dinner
& 2012 Synergy WA Hospitality Supplier Awards**

Join WA's leading hospitality businesses and suppliers and enjoy a glamorous evening of premium food, beverages and live entertainment.

Time: 7.00pm

Venue: The Astral, Burswood Entertainment Complex

Dress: Lounge Suit



INDUSTRY NETWORKING FUNCTION

TUESDAY 1 MAY 2012

AHA Diageo Industry Networking Function

Join key industry suppliers and hoteliers from around the state at this exclusive networking event.

Time: 6.00pm

Venue: Botanical Rooms, Burswood Entertainment Complex

Dress: Smart Casual



STEAK SANDWICH COOK-OFF

WEDNESDAY 2 MAY 2012

**WA's Best Country Pub Steak Sandwich competition
grand final cook-off!**

Regional finalists from across the State compete in an exciting cook-off to gain the prestigious title of '2012 WA's Best Country Pub Steak Sandwich'. Sizzling competition!

Time: 2.00pm

Venue: Main stage – expo exhibition ballroom



ACCOMMODATION

InterContinental Perth Burswood
Deluxe Rooms \$260.00 room only

Holiday Inn Burswood
Urban Rooms \$200.00 room only

Contact reservations on 9362 8888*

*quote AHA Hospitality Expo



REGISTRATION FORM

For each delegate please copy form or register online at www.ahawa.asn.au

PACKAGES

1. Managers & Licensees Package:

- The AHA Customers ATM Gala Dinner & 2012 Synergy WA Hospitality Supplier Awards – Monday 30 April
- VIP access to Hospitality Expo on Tuesday 1 and Wednesday 2 May
- Hospitality 2012 Conference Sessions & Lunches – Tuesday 1 and Wednesday 2 May
- AHA Diageo Networking Function – Tuesday 1 May

Please Tick
(✓)

\$399 per person

2. Tuesday Only Package:

- Hospitality 2012 Conference Sessions
- Carlton United Brewers Industry Networking Lunch
- Expo entry
- AHA Diageo Networking Function

\$199 per person

3. Wednesday Only Package:

- Hospitality 2012 Conference Sessions
- Synergy Industry Networking Lunch
- Expo entry

\$179 per person

PACKAGE TOTAL \$

Individual Tickets

AHA Customers ATM Gala Dinner &
2012 Synergy WA Hospitality Supplier Awards - Monday 30 April

\$160 per person

AHA Diageo Industry Networking Function - Tuesday 1 May

\$55 per person

INDIVIDUAL EVENTS TOTAL \$

Please complete and return to:

AHA (WA), PO Box 660, West Perth WA 6872 or Fax to 9321 7730 Enquiries to 9321 7701

Booking Form & Tax Invoice

ABN 96 422 750 882. Photocopy this form for your records as it is a tax invoice for GST purposes.

Business Name: _____

Contact Name: _____

Address: _____

Telephone: _____ Fax: _____ Email: _____

Payment Details

TOTAL \$_____ (inc. GST)

Payment options

Cheque (made payable to WAHHA) for \$_____

EFT (BSB: 036011 Acc No: 228582 Acc Name: WAHHA)

Credit Card: Visa / Mastercard / AMEX*

* (3% surcharge applies to AMEX)

Card #

Expiry Date: ____ / ____

Cardholder's Name: _____

Authorised Signature: _____

Date: ____ / ____ / ____

OFFICE USE ONLY:

REC_____ ENT_____ INV_____ CONF_____

Full payment for all events must be received by Friday 20 April 2012.

Bookings cancelled after Friday 20 April 2012 will incur a 100% cancellation fee.

Register online at www.ahawa.asn.au

SUPPORTERS

- 92.9
- 21st Century Business Equipment
- Accolade Wines
- Advans Exhibition Services
- All Star Recruitment
- Aon Risk Services
- APRA
- BOC
- Bottlemart
- Broady's Beverage Services
- Carlton United Brewers
- Churchview Estate
- Coca-Cola Amatil
- Customers ATM
- De Bortoli Wines
- Department of Regional Development & Lands
- DIAGEO Australia
- Dwyer Durack
- Easy Payroll
- Electrical Testing Services
- EventsCorp
- Fermoy Estate
- Five Star Security
- Freshcorp
- Fry Fresh
- FOX SPORTS
- Furniture Options
- FutureNow
- Gateway Printing
- H&L Australia
- HISCO Hospitality & Healthcare
- HLW(WA)
- Hospitality Group Training
- HOSTPLUS
- Imperial Tobacco Australia
- Infotel
- James Richardson
- JAZ Visual Communication
- KLB Systems
- Larners Oyster Supply
- Lion
- Liquid CES
- Liquor Marketing Group
- Long Range Systems Australia
- Mal Atwell Indoor Leisure Group
- MegaVision Sound & Lighting
- ME Bank
- Miles from Nowhere
- National Measurement Institute
- Office of Road Safety (Department of Premier and Cabinet)
- On-Q Point of Sale
- Peacock's Bedding
- Perth Airport
- PLUS 8 Hospitality Group
- Premier Motors Volvo
- Racing & Wagering Western Australia
- Red Bull
- Samuel Smith & Son
- SCA Hygiene Australasia
- Schweppes
- SITA Australia
- Small Business Development Corporation
- Sodastream Australia
- Staging Connections
- Stax Chairs
- Synergy
- TAB
- Talbot Olivier
- The Chair & Table Warehouse
- Treasury Wine Estates
- Unox Australia
- Vok Beverages
- Warwick Fabrics

SPONSORS

