

# HOSPITALITY WA

AHA(WA)

The Magazine of the Australian Hotels Association (WA).

October 2008 - Issue 9

**Cabinet Allies**  
New Liberal and  
National ministers

**Gas Crisis**  
Hotel industry voice  
at senate inquiry

**THE PUBLICAN**  
CBD style in the Park

  
AHA (WA)

Inside: AHA introduces a one day course  
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# CEO'S REPORT



September 2008 will long be remembered as one of the most dramatic periods in Western Australia's political history. In the subsequent weeks since the State Election, a dramatic period of activity has imposed itself over the AHA(WA) as we deliver the needs of the hotel and hospitality sector to the door of the new Liberal/National State Government.

Following his recent appointment, the AHA(WA) was quick to engage with the new Minister for Racing and Gaming, Terry (Tuck) Waldron. The Minister was more than generous with his time and was more than willing to discuss a raft of issues confronting the industry.

We were also prompt in seeking a meeting with the new Minister for Regional Development Brendon Grylls. There is no doubt the National's leader has a clear mandate of ensuring the ongoing viability, vibrancy and security of regional areas of WA, and it was obvious that the hotel and hospitality industry will play a vital role in developing regional communities and benefit from an increased government focus.

Most recently, the Association met at length with new Police Minister, Rob Johnson to discuss the ongoing relationship between the industry and the Police. We ensured that the Minister was made aware of not only the industry's widespread support for the role of the Police, but also some of the more concerning matters that have the potential to erode the relationship between liquor licensees and the Police.

The Minister welcomed learning of the AHA(WA)'s position in relation to the former government's proposed amendments to section 171 of the Liquor Control Act and initiatives such as the use of drug sniffer dogs in licensed premises to curb patron drug use.

We also took the opportunity with the Minister to discuss the lack of consistency practiced by Police in relation to their ability to implement discretionary powers. In recent months, many members have contacted the AHA(WA)'s membership

division to express their concerns about the way in which some police officers are enforcing the licensing legislation.

On this note, the AHA(WA) is maintaining dialogue and meeting regularly with the Licensing Enforcement Division, particularly its new Acting Superintendent, Steve George, to seek clarification and explanation of the Division's interpretation and enforcement of the legislation.

Since our last issue of Hospitality WA, the world has been thrown into a state of global financial turmoil. There is little doubt that the effects of the meltdown will be felt across the West Australian business community and the hospitality industry will not be immune.


The State Government's response will be crucial in determining the impact on WA's tourism numbers and visitor spending.

The AHA(WA) is supportive of the Commonwealth Government's recent announcement of a \$10.4 billion package to help Australia counter the economic crisis. The package is aimed at first home buyers, low and middle income families, and pensioners. This injection will provide the economy, inclusive of the hotel and hospitality sector, with a much needed degree of confidence and fiscal support.

Another issue that members should be aware of is the award modernisation process.

The Australian Industrial Relations Commission (AIRC) has identified the hospitality industry as a priority industry for the modern award, and the AHA(WA) has been busy presenting verbal and written submissions to the AIRC in response to its draft 'Hospitality Industry Modern Award' (HIMA). We will keep members informed of any developments.

And finally, I am pleased to announce that former Liberal Party member for Carine and former shadow spokesperson for Tourism, Katie Hodson-Thomas, has joined the AHA(WA) team.

Katie was a well-respected parliamentarian in her 12 years in State Parliament and her appointment provides the Association, and the industry, with an incredible resource. We welcome Katie to the AHA(WA). 



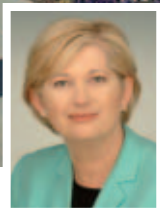
L to R: The Hon Brendon Grylls MLA, Leader of the National Party, Katie Hodson-Thomas, AHA(WA) Special Counsel – Government Relations & Policy, Bradley Woods, AHA(WA) CEO.



L to R: Bradley Woods, AHA(WA) CEO and The Hon Rob Johnson MLA, Minister for Police; Emergency Services; Road Safety.



Hon. Colin Barnett MLA  
*Premier; Minister for State  
Development*



Hon. Dr Elizabeth Constable MLA  
*Minister for Education; Tourism;  
Women's Interests*



Hon. Rob Johnson MLA  
*Minister for Police; Emergency  
Services; Road Safety*



Hon. Terry Waldron MLA  
*Minister for Sport and Recreation;  
Racing and Gaming; Minister Assisting  
the Minister for Health*

## NEW CABINET ANNOUNCED

*One of the flow on effects of a change in government, is the introduction of new cabinet ministers and the transfer of portfolio responsibilities. Hospitality WA outlines the new Liberal/National alliance cabinet.*

September's State Election heralded the introduction of a number of parliamentary changes. The most obvious adjustment to the political landscape has been the installation of a new state government that consists of an alliance between the Liberal and National parties with the assistance of a number of key Independent members.

In Colin Barnett, we have a new Premier. Eric Ripper is no longer the state's treasurer and a new steward has been assigned to the Racing and Gaming portfolio.

To form government, the Liberals had

to do a deal with the Nationals and the Independents. Nationals leader Brendon Grylls has pushed a royalties for regions agenda, which will guarantee the bush a greater, more equitable slice of the massive mining boom pie.

The partnership government has also produced a new Cabinet with the Nationals taking up three Ministerial positions. One of which is the new Minister for Racing and Gaming Terry Waldron taking over from Ljiljana Ravlich. The AHA(WA) has already met with the new Minister and looks forward to a long and productive relationship.

The other key Minister for the Hospitality industry is the new Minister for Tourism, Liz Constable, who replaces Sheila McHale. As a special feature of this edition we have profiled both new Minister's on pages 7 and 14.

The AHA(WA) believes the new government has begun on the right foot, delivering on the pre-election promise of elevating the portfolio of Tourism to a senior portfolio position. We hope this reflects a new beginning and the forging of a strong collaborative relationship with the state government. **H**

## 2008 STATE GOVERNMENT CABINET

MINISTER	PORTFOLIO	PARTY
Colin Barnett	Premier; State Development Including: Federal-State Relations; Public Sector Management; and Government Accountability	LIB
Kim Hames	Deputy Premier; Health; Indigenous Affairs	LIB
Norman Moore	Mines and Petroleum; Fisheries; Electoral Affairs; Leader of the Government in the Legislative Council	LIB
Brendon Grylls	Regional Development; Lands; Minister Assisting the Minister for State Development; Minister Assisting on Country Transport	NAT
Elizabeth Constable	Education; Tourism; Women's Interests	IND
Simon O'Brien	Transport; Disability Services	LIB
Troy Buswell	Treasurer; Commerce; Science and Innovation; Housing and Works Including: Small Business; Trade; Consumer Protection; and Industrial Relations.	LIB
Rob Johnson	Police; Emergency Services; Road Safety; Leader of the House in the Legislative Assembly	LIB
Terry Waldron	Sport and Recreation; Racing and Gaming; Minister Assisting on Country Health	NAT
John Day	Planning; Culture and the Arts	LIB
Peter Collier	Energy; Training	LIB
Christian Porter	Attorney General; Corrective Services	LIB
Robyn McSweeney	Child Protection; Community Services; Seniors and Volunteering	LIB
Graham Jacobs	Water; Mental Health	LIB
John Castrilli	Local Government; Heritage; Citizenship and Multicultural Interests	LIB
Terry Redman	Agriculture; Forestry; Minister Assisting on Country Education	NAT
Donna Faragher	Environment; Youth	LIB

Key: LIB = Liberal; NAT = National; IND = Independent.

## 2008 PARLIAMENTARY POSITIONS Legislative Assembly

MINISTER	PORTFOLIO
Rob Johnson	Leader of the House
Murray Cowper	Parliamentary Secretary to the Minister for Police; Emergency Services; Road Safety
Tony Simpson	Parliamentary Secretary to the Minister for Child Protection; Community Services; Seniors and Volunteering
Bill Marmion	Parliamentary Secretary to the Minister for Transport; Disability Services
John McGrath	Whip

## 2008 PARLIAMENTARY POSITIONS Legislative Council

MINISTER	PORTFOLIO
Norman Moore	Leader of the Government in the Legislative Council
Helen Morton	Parliamentary Secretary to the Minister for Police; Emergency Services; Road Safety
Wendy Duncan	Parliamentary Secretary to the Minister for Regional Development; Lands; Minister Assisting the Minister for State Development; Minister Assisting on Country Transport
Barry House	Parliamentary Secretary to the Treasurer; Commerce; Science and Innovation; Housing and Works
Bruce Donaldson	Whip
Ray Halligan	Liberal Party Secretary

# NEW MINISTER FOR RACING AND GAMING

*Hospitality WA caught up with new Minister for Racing and Gaming, Terry (Tuck) Waldron, who provided the AHA(WA) with an insight into his life and his view on some of the issues confronting the industry.*

**T**erry Waldron was elected to the West Australian Parliament as the Member for Wagin at the 2001 State General Election and appointed as the deputy leader of the National Party in WA in the same year.

Mr Waldron grew up on the family farm at Jingalup, south-west of Kojonup, and went to school at Jingalup Primary and later Hale School, Perth.

He returned to the family farm after leaving school, and subsequently ran his own real estate business for ten years and Elders Great Southern Area Real Estate for five years.

Mr Waldron was the Great Southern cricket and football regional development officer for three years prior to his appointment as general

manager with the WA Country Football League, a position he held for nine years before being elected to the State Parliament.

His sporting career includes playing League football and A Grade cricket in WA and SA. As Captain of the WA Country XI from 1980 to 1991, Mr Waldron played 21 matches against international cricket teams and he captained the Australian Country XI from 1988 to 1990.

Mr Waldron is a life member of the Kojonup Football Club, Kojonup Cricket Club and the Katanning Junior Football Council. In an administrative capacity he has been the secretary/treasurer of the Australian Country Football Council from 1998-2006 with lead responsibility



L to R: Terry (Tuck) Waldron, Minister for Racing and Gaming, Brtadley Woods, AHA(WA) CEO.

for the organisation of the biennial Australian Country Football Carnivals.

Following the formation of the Liberal-National alliance government after the 2008 election Mr Waldron was appointed Minister for Sport and Recreation, Racing and Gaming and Minister Assisting the Minister for Health.

Mr Waldron is married with four daughters and lives in Narrogin. **H**

## From the Minister to the Industry

"The liquor industry is an important contributor to the State, both economically in the employment and business opportunities it provides and in the range of services it delivers to our community members and visitors to Western Australia.

"As the responsible Minister I am fully aware that our community expects its government to provide a regulatory framework that promotes quality of service and a clear duty of care and responsibility while encouraging diversity and innovation in the range of outlets available.

"I believe a key challenge faced by pubs and hotels in WA is meeting the changing requirements of patrons in providing safe, diverse and rewarding entertainment options and I look forward to developing a good working relationship with all of the stakeholders in the hospitality industry in WA to ensure that this Government can develop the sort of policy settings necessary to achieve those objectives.

*"Over the next month or so I will be meeting with many of the stakeholders in the industry and taking advice on issues such as operating hours, initiatives to address the community's clear concerns over anti-social behaviour in and around licensed premises and of course the pressing need to implement strategies to target alcohol abuse by some of our more at-risk sections of society."*

"As part of that dialogue I will also be meeting regularly with my cabinet colleagues as many of these issues cross portfolio boundaries and as a result require

whole of government responses.

"I can assure members of the industry across the State that I am very aware of the cultural value of a strong hospitality sector. In my own electorate and in the majority of the rural and regional areas of the State the local pub provides much more than merely a place to address a well earned thirst, it also provides the setting for a whole range of key social and community events.

"As a National Party member I have a strong interest in the maintenance of services in country areas and this will be an important part of my focus. However, I recognise that industry management needs a strategic, statewide approach and the key to this will be broad and extensive consultation."

**Terry (Tuck) Waldron**

*Minister for Sport and Recreation; Racing and Gaming; Minister Assisting on Country Health.*

# PRESIDENT'S REPORT



In light of our recent Annual General Meeting for 2008, it is a great time to reflect on the achievements of the AHA(WA) over the past twelve months.

The recent State Election has seen massive change in the political landscape of Western Australia. However, one thing remains constant and that is the strength, stability and relevance of the AHA(WA).

The recent AGM provided me with the opportunity to highlight some of the AHA's most significant and recent achievements. What is evident is that the AHA(WA) remains committed to supporting and strengthening our members' business interests across the state and industry sectors.

Our diverse membership ranging from small country pubs to the suburban hotels and taverns, 5-star international resorts and accommodation hotels, through to boutique wine bars and breweries encompasses everything that is fantastic about the Western Australian hotel and hospitality industry.

In particular, I recently recognised the AHA's achievements and successes in the following areas:

- Introduction of the AHA members liquor licensing guide;
- Delivery of an expanded schedule of liquor licensing and RSA training throughout Perth and the regions of Western Australia;
- Protecting the commercial interests of the industry during the recent WA gas crisis;
- Advocating and protecting the industry's position from attacks and anti alcohol movement and criticism from the WA Police;
- The AHA's campaign to stop massive wage increases and award changes that would cost the industry hundreds of millions of dollars each year;

- Initiating and delivering several initiatives to secure new labor and workforce development to grow the hospitality workforce in WA.

I would like to acknowledge the support of my fellow Executive Members:

- Snr Vice President** Martin Peirson-Jones, Matso's Broome Brewery
- Vice President** Ashok Parekh, Palace Hotel, Kalgoorlie
- Treasurer** David Strom, The Gate Bar & Bistro, Success
- Accommodation Division President** James Allen, InterContinental Burswood Resort

Finally, I would like to acknowledge the ongoing commitment and hard work of AHA(WA) CEO, Bradley Woods, and his dedicated team of professionals:

- General Manager, Parliamentary & Corporate Affairs** Paul Brockschlager
- Financial Controller** Antony Vlahov
- Manager, Media & Public Affairs** Doug White
- Manager, Workplace Relations** Ron Ballucci
- Manager, Strategic Projects** Sarah O'Connor



L to R: Bradley Woods, AHA(WA) CEO, Martin Peirson-Jones, AHA(WA) Senior Vice President, Neil Randall, AHA(WA) State President, David Strom, AHA(WA) Treasurer, Ashok Parekh AHA(WA) Vice President.

## RLDF RetailLiquorDevelopmentFoundation

The Retail Liquor Development Foundation supports the training and education needs of the liquor industry in order to maintain business viability. We are doing it by offering the best training program ever offered to the liquor industry.

Our training has been tailored to meet your needs, and covers everyone who's working in your business – from you and your business partners, to your managers and general staff.

You can choose from a range of Intensive four hour workshops delivered by industry experts to ensure real business improvement practices that will give you a competitive edge in a complex market.

- Consumer Behaviour - Customer service and selling skills
- Business Planning Skills - Setting a path for greater efficiency
- Marketing Principles - Ensuring promotional effectiveness
- People Management - Improving staff performance on the job
- OH&S - Ensuring workplace safety and compliance
- Financial Management - Boosting business profits
- Retail Store Layout - Maximising your customer spend
- Strategic Planning - Putting plans into actions
- Negotiation Skills - Creating more 'win-win' situations
- Time Management - The do's and don'ts for greater efficiency

Each RLDF module costs \$325 however following a significant \$200 subsidy by Foster's Group only \$125 per person attending, bringing the training to within easy reach of all liquor businesses, both on-premise and off-premise.

Each RLDF module runs for four hours and participants can attend one half-day session or both the modules run in that location on that day. All modules relate to each other and many businesses gain extra by having more than one person from the business attend to ensure strategies are implemented and that gains are made.





# AHA(WA) REPRESENT INDUSTRY AT INQUIRY



*The AHA(WA) was invited to present a submission to the Senate Standing Committee on Economics regarding the Inquiry into matters relating to the gas explosion at Varanus Island, Western Australia.*

The hearing into the gas crisis took place on October 2<sup>nd</sup> and provided a number of key stakeholders the opportunity to give evidence into the economic impact of the explosion and their respective industries. The AHA(WA) put forward a list of recommendations in order to protect the hospitality industry in the event anything such as the Varanus Island explosions should happen again.

To quantify the cost to industry of the gas crisis is not a straightforward exercise; many factors need to be considered. For example, costs that involve paying for new linen to replace existing stock along with calculating the cost of cancelled bookings are relatively straightforward, however the real cost of loss of repeat business is much more difficult to place a figure on.

The overwhelming cost to business lies in the short and long term effect of customer dissatisfaction, lost business and revenue opportunities and damaged business reputations.

It was important for government to understand the profound impact the gas crisis had on the hospitality and tourism industry throughout WA

from five star resorts, to suburban pubs and taverns. The AHA(WA) provided data to the Senate Committee that highlighted how venues operated while offering reduced services ranging from linen services to reduced food and beverage operations. The pain caused by the shortage of natural gas may be felt by the sector for some time.

With this in mind the AHA(WA) presented the committee with the following recommendations;

- The West Australian State Government needs to ensure that a reliable, secondary, replacement supply of energy is constructed and able to buy online in case of a similar emergency;
- The role of the accommodation hotels sector needs to be reevaluated and reprioritised as an essential accommodation service provider, similar to the residential accommodation sector;
- Retail and business supply companies should have to meet stringent, transparent and reliable risk management and supply-contingency criteria in

order to guarantee replacement of supply facilities;

- There needs to be an agency appointed to assist businesses develop adequate crisis management and contingency models;
- There needs to be an independent and ongoing energy crisis taskforce, consisting of key stakeholders, developed to deal with any energy supply crisis that occurs in the State.

The gas crisis exposed how unprepared the WA State Government was to deal with the flow on effects and its impact has left the reputation of the State's tourism and hospitality industry damaged. It was only due to the collaborative efforts of the AHA(WA) and industry stakeholders that enabled the sector to stay viable.

The committee will report its findings on the 13<sup>th</sup> of November, and the AHA(WA) will inform members of the outcomes. **H**



## WE HAVE VACANCIES

*Despite the no vacancy sign being put up by the media regarding a lack of room availability in Perth, major hotels are reporting the opposite. The negative reporting may even be putting customers off trying to secure a booking.*

The past two years has seen the WA accommodation sector grow in terms of occupancy rates. This is primarily due to the mining boom and subsequent surges in corporate travel.

Hospitality WA asked the General Manager of Rydges Perth Hotel, Chad Daly and Regional Manager for Accor, Llewellyn Wyeth to reflect on the industry's highs and lows and challenges for the future.

"Perth has certainly changed its face in terms of being the cheap affordable destination it once was," Llewellyn says.

"People are paying more for the same room now than what they did two years ago.

"Perth has lost its tag as the cheap alternative destination. For the general public an increase in both petrol costs and interest rates has had a negative affect on discretionary spend, the spend that our industry

relies on. This along with an increase in hotel rates applies added pressure on the Domestic Leisure market moving forward."

While the demand for accommodation has grown over the past two years, we now need to see a change in the expectations of patrons when booking hotels. Chad Daly suggests booking in advance.

"The benefits of planning ahead are well known in any destination, particularly those with a reasonable level of demand. So in simple terms, plan ahead as you can find some great rates outside of 28 days. Research the peak travel seasons and take advantage of slightly quieter periods such as school holidays and the winter months. City hotels have great rates available on the weekend, so if your trip is just for a few days, weekends are much more affordable in general," Chad says.

When looking at challenges for the future, Chad says the industry

struggles for an identity in WA compared to other states and suggests that leisure tourism needs to be better promoted interstate.

With the current increase in occupancy rates, the issue of future hotel developments in Perth is reignited. Llewellyn Wyeth says we need to be cautious.

"Timing and cost is the key, the time is right to start talking however the cost associated is not. If we want hotels to be built within the City of Perth, then government incentives would assist in the feasibility of new projects and entice investors back to the market," he says.

The AHA(WA) will continue to ensure government supports the industry with pro-active strategies directed at increasing tourism opportunities across the state. **H**



L to R: Paul Brockschlager, General Manager - Corporate and Parliamentary Affairs, Katie Hodson-Thomas, Special Counsel – Government Relations and Policy, Bradley Woods, CEO, Neil Randall, State President

## KATIE HODSON-THOMAS JOINS THE AHA(WA)

*The Australian Hotels Association (WA) is pleased to announce Ms Katie Hodson-Thomas, former State Member of Parliament has joined the team as Special Counsel - Government Relations and Policy.*

**K**atie held a number of parliamentary and shadow ministerial appointments during her 12 years in State Parliament. Prior to entering politics Katie was employed by the Boating Industry Association of WA Inc as their Executive Officer and Event Manager.

### A MESSAGE FROM KATIE

“I was delighted to be invited to join the AHA(WA) as Special Counsel - Government Relations and Policy. Given my background, experience and knowledge of parliament and government process I hope to add a new dimension to the highly successful team here at the AHA(WA).

“Throughout my 12 years as a member of parliament I have enjoyed a close and supportive relationship with the AHA(WA). As members might recall during the liquor reform I wasn’t afraid to stand up for the rights of the industry and I intend to continue my strong advocacy in this new role.

“I have travelled extensively within the state, and had the opportunity to meet and develop many close relationships with the tourism and hospitality sector. Learning firsthand the challenges facing the industry, and it seemed the contribution and economic value of this vital sector is not always given the recognition it rightfully deserved.

“We live in one of the most amazing

parts of the world with a myriad of products and experiences, but without the government’s focus and priority, opportunities will be lost. It is my goal to ensure this does not occur.

“There are many areas that need to be prioritised if the hospitality industry is to grow. In particular I would like to see more development with regional infrastructure, innovative tourism strategies, accommodation and product development.

“I look forward to meeting with AHA(WA) members and listening to any concerns. I will do my best to ensure my experience in advocacy and negotiation will help produce positive results for the industry.” **H**



# PRIORY HOTEL - WA'S BEST COUNTRY PUB STEAK SANDWICH

*Tradition surrounds the steak sandwich – some might say if you don't offer a steak sandwich you're not a real country pub. And where there's tradition there's competition. Those at the Priory Hotel in Dongara know that being named WA's Best Country Pub Steak Sandwich is no small matter.*

Since winning the inaugural WA's Best Country Pub Steak Sandwich at the AHA(WA)'s Hospitality Expo in May, the Priory Hotel has seen an influx of visitors from all over the state.

People travel far and wide to taste for themselves what makes WA's best country pub steak sandwich.

## *An Australian Icon*

The steak sandwich is iconic for country areas throughout Australia and the competition focused on pubs cooking quality local food produced with quality local ingredients.

Priory Hotel Manager, Wayne Martin, says winning the competition has increased business substantially.

"Winning the competition is a statement of the region's quality," Wayne says.



"A month after we won we had a stall in town with half size sandwiches and we sold out during the day.

"We bought the whole supply of Turkish bread in town and there was nothing left."

## *Supply and Demand*

Due to high demand for the Priory's now famous steak sandwich, the a la carte menu at the hotel has a special addition. Not only can you buy a steak sandwich at the bar you can also order one in the restaurant.

The Priory Hotel has been host to many pilgrims looking for the holy grail of steak sandwiches and visitors continue to flock to the pub to taste what all the hype's about.

It's not hard to locate which pub in Dongara holds claim to WA's Best Country Steak Sandwich just ask the locals and they'll tell you.

The Priory proudly displays posters and flyers boasting its success and various promotions have increased the sandwich's popularity further.

## *The Competition Cook Off*

The competition itself ended with a cook off between five country pubs.

Judges with various expertise rated the sandwiches on tenderness and quality of steak, presentation, sauces, flavour, value for money and the quality of the sides which accompanied the sandwich.

Mr Martin says the competitions layout was something he had never seen before and he enjoyed participating.

"The finals were held as a cook-off. Chef after chef got up and cooked their sandwich in front of the panel of judges," he says.

## *Being the best*

The popularity of the Priory Hotel's steak sandwich has gone from strength to strength since the competition.

But Mr Martin says with a winning recipe like the one they have the steak sandwich isn't going to be changing anytime soon.

And what does being the best mean in an area where a healthy rivalry between the country pubs is alive and thriving?

"We get a lot of other pubs coming to us and saying 'we've got a better steak sandwich than you,'" Mr Martin says.

"I just tell them to enter the competition next year and give it their best." H

# Finally, a genuine funding alternative for hoteliers



1008/107851

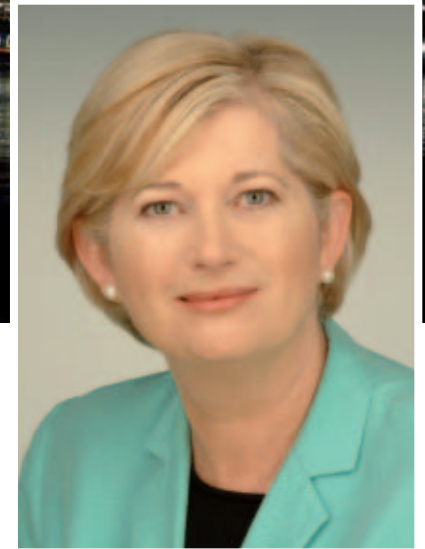
Members Equity Bank can help your hotel to maximise its potential growth with a range of low cost funding alternatives.

The bank is 100% owned by Industry Superannuation Funds, including HOSTPLUS and specialises in providing finance to the hospitality industry. Reflecting our commitment to hotel operators, Members Equity Bank supports the Australian Hotels Association at the national and state levels (TAS, ACT & WA).

**Contact Stewart Higgins**  
**Phone 08 9420 7723 or 0407 903 186**



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## Q & A WITH NEW TOURISM MINISTER

*Hospitality WA spoke with the Liz Constable to find out what her vision is for tourism in WA.*

***What do you see as the biggest challenges for WA tourism businesses now and in the future?***

**Minister for Tourism, Liz Constable -** "There are numerous challenges facing the West Australian tourism industry - some are shared with destinations nationally and even globally, others are more unique to WA.

"On a global level we have the obvious credit crisis and its contagion effects. Ironically - one of these, the drop in the value of the Australian dollar, should help keep Western Australians travelling at home and make a holiday in WA more attractive to overseas visitors. But we should not get complacent as we are yet to see where this will end and we could see people cut back on holiday expenditure.

"The increase in the cost of fuel is also a challenge for tourism globally and

this is more so for WA, where we are really a "long haul destination" from almost everywhere and have vast distances in our own State to cover.

"The incredible competitiveness of the tourism industry means we need to really focus on the quality of our products and services.

"I sense that the biggest single issue facing operators is a shortage of trained and skilled staff to work in their businesses. This is an issue that the industry itself, academic and education institutions, and the Government must focus on."

***What factors do you think contribute to inhibit the growth of the tourism industry?***

**Minister -** "Arguably, the most important elements in developing WA's tourism industry are access and infrastructure.

"About 93 per cent of WA's international visitors and 88 per cent of interstate visitors arrive by air. We have done relatively well in recent times and, compared to other states in Australia, we enjoy good access. But airlines globally are under stress and we still have gaps in our aviation network that we need to address.

"I know some airlines are looking to increase the number of flights in to Perth from several key international and interstate destinations. This needs to be encouraged. For example, to capitalise on the Chinese tourist market and the huge potential in India, a direct air service to those markets is vital.

"I also believe it is important to consider direct aviation access from outside the State to more of our most visited destinations. It seems to me, in a world where people have less time, fuel is getting more expensive and we are striving to establish regional

gateways, direct air access to the holiday destination you want to get to is important.

"The Perth hotel market is experiencing record occupancies and yield growth. We have also seen high yields and profits coming from new commercial and residential investment and developments but, despite the increase in tourism yield, we are still not attracting enough investment in this sector."

### ***What will be your focus as the Minister for Tourism?***

**Minister** - "My role is to promote WA as a tourist destination and to help the local tourist industry to grow and develop into a more sustainable and profitable operation. One area I do need to look at is the development of the supply side of tourism. We need more high quality accommodation – especially in Perth and some regions – and we need to improve the quality of some that are already here.

"We also need to address the disappearance of our best caravan parks, and the fact that many others are under threat.

"Differentiating our product by offering more Aboriginal tourism experiences alongside our beautiful nature based products is also vital."

### ***How would you like to see the relationship between State Government and the Tourism industry develop?***

**Minister** - "A strong relationship between the State Government and the tourism industry is important to make sure policies and activities undertaken are relevant, timely, offer and indeed encourage the industry to participate, and focus on the important issues.

"I will work to ensure this Government continues to build relationships with representative groups – such as, Tourism Council Western Australia, Australian Tourism Export Council, Forum Advocating Cultural and

Ecotourism, Australian Hotels Association, the WA Indigenous Tourism Operators Committee and Regional Tourism Organisations.

"I will always encourage dialogue with the industry and work to make sure we always move forward."

### ***What is your vision for the tourism industry?***

**Minister** - "I would like to see a sustainable and profitable local tourist industry that is cohesive and collaborative; that embraces quality, new technology, education and skills development, and puts the visitor first.

"And I would like to see West Australians enjoying their own State."

### ***How do you predict the regional and city based hospitality industry will grow and develop in the next ten years?***

**Minister** - "There is a growing global demand for a high quality tourism product of a "niche" or "boutique" nature, and a greater emphasis on nature based and eco tourism products that meet these needs will help us capitalise on this high yield market.

"At the same time, as I mentioned earlier, we need to ensure we protect and, where necessary, replace or add cost-effective holiday options in regional Western Australia by focussing on caravan parks and camping grounds.

"In Perth we are desperately in need of new four and five star hotel accommodation and the challenge will be to do what we can to facilitate new investment in this critical sector against an economic backdrop where competition for new investment is intense.

"We also need to try and attract high yield visitors with themed entertainment venues in innovative settings, specialised participatory

tours or authentic Aboriginal tourism experiences, to name a few examples."

### ***What are your plans for WA to ensure we shake the "dullsville" tag?***

**Minister** - "To boost the vitality and vibrancy of Perth and WA it's important to create new café and restaurant precincts, increase the number of inner city residents and improve links between the city, the Northbridge entertainment precinct and Perth's iconic Swan River.

"A review of retail trading legislation will look at promoting greater choice, competition and innovation in the retail sector and a continuation of liquor reforms, such as the small bar licences, are important to creating a vibrant and exciting entertainment scene.

"It is also important to develop and promote home-grown tourism products and events."

### ***How can government encourage more people to take up careers in the hospitality and tourism industry?***

**Minister** - "Government will continue to reinforce a clear message that tourism and hospitality is an exciting growth industry, with excellent career prospects.

"To promote career pathways and lifestyle opportunities within tourism and hospitality we're actively facilitating industry-led programs, and distributing marketing materials through career expos and secondary schools.

"As Minister for Tourism and Education, I will also be in a good position to focus on ensuring government policies are flexible, and education and training systems are more responsive to industry demand." H



**Angela Lynch**  
Workplace Relations Advisor  
and Senior Trainer

## TRAINING CALENDAR

### Liquor Licensing Course

- 5th November
- 12th November
- 17th November
- 18th November
- 24th November
- 25th November
- 2nd December
- 8th December
- 16th December
- 23rd December

### Responsible Service of Alcohol

- 6th November
- 13th November
- 27th November
- 11th December
- 18th December

### Regional Training

#### BUSSELTON

- Liquor Licensing:  
5th November
- RSA: 6th November

#### CARNARVON

- Liquor Licensing:  
12th November
- RSA: 13th November

#### GERALDTON

- Liquor Licensing:  
19th November
- RSA: 20th November

#### ALBANY

- Liquor Licensing:  
26th November
- RSA: 27th November

#### KALGOORLIE

- Liquor Licensing:  
3rd December
- RSA: 4th December

#### BUNBURY:

- Liquor Licensing:  
10th December
- RSA: 11th December

### Beermasters

20th November

### Cocktail Course

1st December



# NEW COURSE IN LIQUOR LICENSING – ONE DAY DELIVERY

*The AHA(WA) has changed its delivery of the Course in Liquor Licencing to one day to meet business demands.*

**T**he AHA(WA) has condensed its two-day course to assist members to schedule training for key personnel, provide more flexibility in time management and staff rosters and to reduce a key staff member's hours away from business operations.

The one-day course incorporates the nationally accredited THHBF09B – Provide Responsible

Service of Alcohol and the Course in Liquor Licensing, which are the required training modules as set out in the Liquor Control Act 1988 for approved managers and licensees.

The AHA's one-day course commences on 1<sup>st</sup> November 2008 and is approved by the Training Accreditation Council and the Department of Racing, Gaming and Liquor.

Courses are scheduled to be held in both metropolitan and regional areas on a weekly basis and will run from 8.30am - 5.30pm.


- **PERTH METRO**

- Member \$280 per person
- Non-Member \$310 per person

- **WA REGIONAL**

- Member \$350 per person
- Non-Member \$390 per person

The AHA(WA) promotes world class practice in the industry through the provision of a number of training programs including the Course in Liquor Licensing. These training programs assist Western Australian hotels in maintaining their reputation for professionalism.

Bookings can be made online by visiting [www.ahawa.asn.au/training](http://www.ahawa.asn.au/training) or calling the AHA Hospitality Training Centre on 9321 7701. 



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# THE FINISH LINE IS IN SIGHT FOR THIS YEAR'S PERTH PUB OF THE YEAR

After weeks of drinking, tasting and enjoying all that Perth pubs have to offer, Karl Langdon is preparing to serve one local pub with the ultimate title – The 2008 Perth Pub of the Year.

**B**eginning in the first week of January Karl Langdon set out on his quest to find Perth's Pub of the Year.

Thirty-nine weeks on, all entrants for the Perth Pub of the Year competition have been visited, judged and reviewed on 6PR Thursday mornings with Simon Beaumont.

The hard task begins – deciding who will be crowned this year's Perth Pub of the Year.

## So what makes Perth's Best pub?

Karl says there are several areas he looks for when visiting one of Perth's fine establishments.

"Nice wine, good food and cold beer," Karl says make a great pub.

"It's all about the added value that you get when you're there and what services the pub provides," he says.

The appearance, condition and layout of the premises come into play as well as the overall atmosphere.

## Service is the Key

The service of food and beverages is integral to enjoying a night out. Karl judges what's on offer, whether the prices are reasonable, the quality and service.

He says each entrant is independently owned and operated. The competition gives those who own and run pubs incentive to keep working hard and improve on their establishment.

"The winner of the 2008 Perth Pub of the Year award will be announced at the AHA(WA) Awards for Excellence on November 10," Karl said.

"The winner will be presented with a certificate and trophy from the AHA(WA) and DeBortoli.

"They also get a five-thousand dollar advertising package with 6PR and can lay claim to being the best pub in Perth."

If you would like your venue to be considered for the 2009 Perth Pub of the Year Award, please contact Brian Moar at the AHA(WA) on 9321 7701. **H**



Karl Langdon



Simon Beaumont



## Searching for a better return on your business cash?

Continuing volatility in global financial markets has prompted the federal government to announce a guarantee on bank deposits for the next three years.

Before the guarantee, the big banks were reportedly gaining customers out of fear and panic, not because they offered better rates, products or service. Now with the guarantee in place for personal and business bank deposits, it's a great time to review the return you're receiving on your cash.

Savvy business people have already started moving their money to smaller banks, like Members Equity, that offer a higher return and superior service. Only time will tell if the big banks are willing to lift their game.

Members Equity Bank is 100% owned by Industry Super Funds and welcomes the opportunity to compete with the big banks on rates and service. The bank's business deposit products have consistently offered some of the best rates in the market and carry no account keeping fees. Combined with Members Equity Bank's award winning service, businesses would be hard pressed finding a better deal.

**For current rates or more information call 1300 658 108 or visit [www.membersequitybank.com.au](http://www.membersequitybank.com.au)**

*Robert See, WA Regional Sales Manager - Business Banking  
Members Equity Bank*



**MembersEquity  
Bank**



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Ron Ballucci  
Workplace Relations Manager

## REMINDER – HAVE YOU APPLIED THE 2008 AUSTRALIAN FAIR PAY COMMISSION INCREASE?

By now, AHA Members who are constitutional corporations should be paying the increased rates of pay following the Australian Fair Pay Commission increase effective from the first pay period on or after 1<sup>st</sup> October 2008.

If you require updated wage schedules, go to [www.ahawa.asn.au](http://www.ahawa.asn.au), call the Workplace Relations Department on (08) 9321 7701 or email [iradmin@ahawa.asn.au](mailto:iradmin@ahawa.asn.au) [H](#)

## WORKPLACE OMBUDSMAN HOSPITALITY CAMPAIGN

The AHA(WA) recently met with the Workplace Ombudsman to discuss the current Hospitality Campaign. A monthly meeting will be held throughout the duration of the program to discuss any issues that may arise.

In Western Australia, 114 businesses have been notified of the program and have been requested to provide information to the Workplace Ombudsman.

The AHA(WA) strongly recommends that Members are

prompt in responding to the Workplace Ombudsman if requested to provide information.

A recent case in the Northern Territory cost an Employer \$45,000.00 in fines for refusing to back-pay three employees less than \$3,000.00. The cost in fines could be a lot higher than the underpayments themselves.

If your business has been targeted, please call the AHA on (08) 9321 7701 who can assist. [H](#)

## DRAFT HOSPITALITY INDUSTRY ‘MODERN’ AWARD RELEASED

In September 2008, the Australian Industrial Relations Commission (AIRC) released the draft Hospitality Industry Modern Award (HIMA) to take effect from 1<sup>st</sup> January 2010 for constitutional corporations.

Disappointingly, Western Australian hospitality businesses have not been supported within the draft Award as strongly recommended by AHA(WA) within the initial written submission and during the public consultation period.

The draft HIMA proposes a considerable increase in penalty rates, junior rates, apprentice rates, leave loading and contains restrictive and costly part-time provisions for Western Australian hospitality businesses.

The AHA(WA) has responded to the AIRC by providing a further written submission on 10<sup>th</sup> October 2008 seeking to

preserve our current penalty rates, junior rates, apprentice rates, leave loading, part-time provisions and other monetary allowances for a five year transitional period.

Should the AIRC not consent to this recommendation, the AHA(WA) has proposed a secondary option which allows businesses to gradually increase these costs over a five year transitional period.

The final Hospitality Industry Modern Award will be released in December 2008 with an implementation date of 1<sup>st</sup> January 2010.

To view a copy of the AHA(WA) written and verbal submissions, go to [http://www.airc.gov.au/awardmod/databases/hospitality/Submissions/AHA\\_submission\\_ED.pdf](http://www.airc.gov.au/awardmod/databases/hospitality/Submissions/AHA_submission_ED.pdf) [H](#)

# UPCOMING PUBLIC HOLIDAYS

THE NEXT PUBLIC HOLIDAYS IN WESTERN AUSTRALIA ARE:

Christmas Day	25 <sup>th</sup> December 2008
Boxing Day	26 <sup>th</sup> December 2008
New Years Day	1 <sup>st</sup> January 2009

Below is a summarised list of Public Holiday requirements as prescribed in the Hotel & Tavern Workers Award 1978, Clerks (Hotels, Motels & Clubs) Award 1979 and the Liquor and Accommodation Industry – Hotels, Resorts and Gaming (Managerial Staff) Award 2003. For more comprehensive detail consult your Award, alternatively email the AHA's Workplace Relations Department at [iradmin@ahawa.asn.au](mailto:iradmin@ahawa.asn.au) or phone (08) 9321 7701. 

## HR Sessions

19<sup>th</sup> November, 2008

### Recruitment and Termination

10am - 1pm

\$120 Members • \$250 Non-Members

### Know Your Award

2pm - 4pm

\$55 Members • \$199 Non-Members

Book online [www.ahawa.asn.au](http://www.ahawa.asn.au)  
or call 9321 7701

### Hotel & Tavern Workers' Award 1978

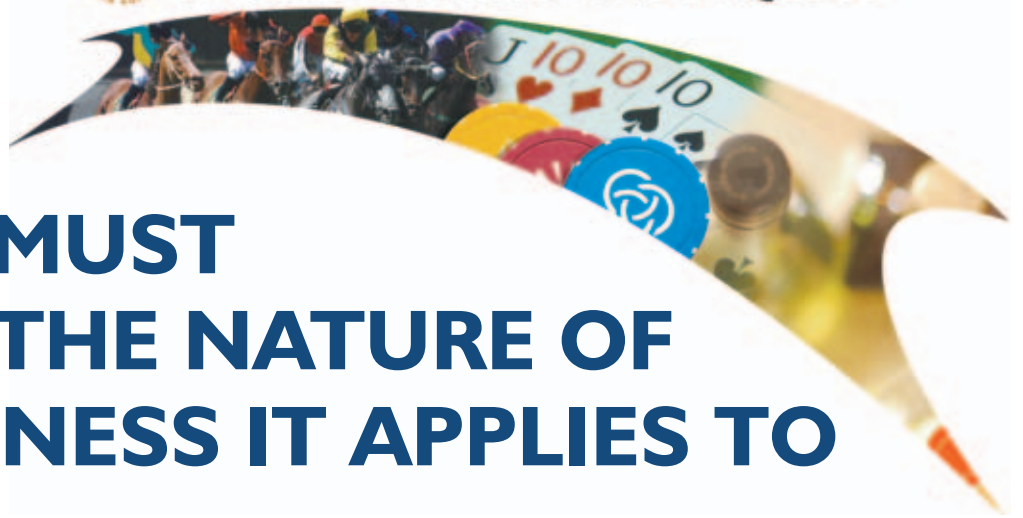
Full-time/Part-time	Casual
<p>The employee has the Public Holiday off with pay.</p> <p style="text-align: center;"><u>OR</u></p> <p>When the employee works on the day:</p> <p>Payment at the rate of double time and a half, with a minimum payment of four hours' work.</p> <p style="text-align: center;"><u>OR</u></p> <p>Payment of ordinary time and time off in lieu within the next eight weeks at the rate of time and a half.</p> <p style="text-align: center;"><u>OR</u></p> <p>Payment of ordinary time and then time and a half in lieu added to the employee's Annual Leave.</p> <p><small>Alternatives exist if the Public Holiday falls on the Employee's Rostered Day Off, or for Employee's who are paid under the 'salary absorption' clause. Please contact the AHA's Workplace Relations Department on (08) 9321 7701 for further information.</small></p>	<p>Only pay the employee if they work on the day.</p> <p>Payment at Casual Public Holiday rate (double time plus twenty five percent) for every hour worked with a minimum two hour engagement.</p>

### Clerks (Hotels, Motels & Clubs) Award 1979

Full-time/Part-time	Casual
<p>The employee has the Public Holiday off with pay.</p> <p style="text-align: center;"><u>OR</u></p> <p>When the employee works on the day:</p> <p>An employee shall be paid at double time and a half for all work done during ordinary hours. Minimum four hour engagement.</p>	<p>Only pay the employee if they work on the day.</p> <p>Payment at double time and a half for all work done during ordinary hours on a holiday plus the casual loading of 20%.</p> <p>Minimum payment of four hours.</p>

### Liquor and Accommodation Industry – Hotels, Resorts and Gaming – (Managerial Staff) Award 2003

Full-time/Part-time	Casual
<p>The employee has the Public Holiday off with pay.</p> <p style="text-align: center;"><u>OR</u></p> <p>When the employee works on the day:</p> <p>Payment at the rate of double time, with a minimum payment of four hours' work and in addition one days pay shall be added to the employee's annual leave.</p> <p style="text-align: center;"><u>OR</u></p> <p>Payment at the rate of double time and a half, with a minimum payment of four hours' work.</p> <p><small>Alternatives exist if the Public Holiday falls on the Employees Rostered Day Off, or for Employee's who are paid under the 'salary absorption' clause. Please contact the AHA's Workplace Relations Department on (08) 9321 7701 for further information.</small></p>	<p>Not applicable as casual employees are not covered under this Award.</p>



# LICENCE MUST REFLECT THE NATURE OF THE BUSINESS IT APPLIES TO

*The Director of Liquor Licensing recently refused an application by a northern suburbs tavern to alter the premises to allow the sale of packaged liquor without the requirement to operate a public bar – here he explains why.*

When making a decision on any aspect of a liquor licensing application, it is important to consider carefully the terms and definitions that are applied to various licences under the Liquor Control Act 1988.

To do this, the licensing authority must consider the primary objects of the Act which includes the regulation of sale, supply and consumption of liquor, and specifically, the objects contained in section 5 (1) (b) and (c) which are:

(b) To minimise harm or ill-health caused to people, or any group of people, due to the use of liquor and;

(c) To cater for the requirements of consumers for liquor and related services, with regard to the proper development of the liquor industry, the tourism industry, and other hospitality industries in the State.

In this case, the applicant was, essentially, seeking to change the fundamental nature of the services it provided, that is, from a “tavern” to a “bottle shop”, while at the same time retaining its tavern licence.

Among other obvious discrepancies this proposal would have given rise to was the issue surrounding the hours that a bottle shop is permitted to trade compared with those allowed for a tavern.

Under the Act, the number of hours a tavern is permitted to open is significantly longer than those which a liquor store is permitted to trade.

Allowing what is effectively a liquor store to operate under a tavern licence would have given an unfair advantage to that tavern licensee.

Section 41(2) (a) of the Liquor and Gaming Legislation Amendment Act 2006 was intended to put tavern licensees and store licensees on an equal footing with respect to the sale of packaged liquor.

It would be incongruous if the amendment actually had the effect of advantaging the holder of a form of hotel licence over liquor store licensees – which would have been the case if this application had been approved.

Furthermore, the requirement that a premises operating under a tavern licence must have facilities for the sale and consumption of liquor on those premises is discernable from the scheme of the Liquor Control Act 1988 and the very meaning of the word “tavern”.

The Macquarie Dictionary defines a tavern as a “premises where food and alcoholic drink are served, but where no accommodation is provided”.

To approve applications that change the nature of a business while it was operating under a specific licence category would not only have been contrary to the terms and conditions of the Act, but would also have flown in the face of commonsense.

## Temporary Approved Managers

On another matter, the Department has received a number of inquiries about

the rules governing the appointment of temporary managers.

Different rules and time periods exist for various situations.

For instance, if the period of appointment for the temporary manager is less than seven days, there is no need to gain approval from the Department.

However, as with all nominated temporary and approved managers, it is advisable to maintain an accurate record of this information which can be used for reference by Police and Department inspectors.

If the period of appointment is 30 days or less, any person who, in the previous two years, was an approved manager can be appointed temporary manager without departmental approval.

Appointments exceeding 30 days need to be approved by the Department – generally speaking, temporary manager approval will only be given for a maximum period of three months in line with the Director’s policy.

Licensees are encouraged to maintain an accurate record of temporary and approved managers at all times.

*Barry Sargeant*  
Director General

Department of Racing, Gaming and Liquor

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and presentation of the  
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Hotel Awards for Excellence

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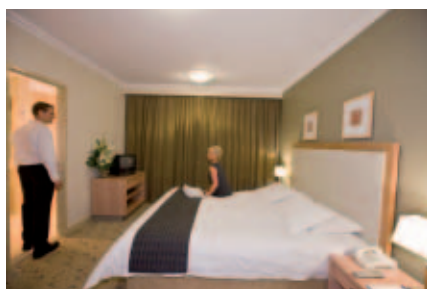
# STRIKING GOLD IN KALGOORLIE

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[www.rydges.com/kalgoorlie](http://www.rydges.com/kalgoorlie)

*The Rydges Kalgoorlie brings together everything you'd expect from a fine establishment with the history and backdrop of WA's famous mining region.*

**RYDGES**  
KALGOORLIE

Preparing for what is sure to be another busy summer the Rydges Kalgoorlie has everything you need to enjoy fine dining, sampling the country's finest wines and having a memorable stay.



The Rydges Kalgoorlie is a five star hotel with 92 studio rooms, a resort style indoor and outdoor swimming pool and heated spa.

The Rydges can also cater for your next big event, with versatile indoor and garden function areas.

## *Tantalising your tastebuds*

At the Rydges it's all about a fine dining experience at the award winning Larcombe's Bar and Grill.

Created by executive chef Jay Gardiner, the contemporary style Australian menu is guaranteed to entice your tastebuds.

The chefs at Larcombe's Bar and Grill are a versatile group with various

cooking backgrounds that create a unique dining experience.

The menu focuses on fresh food, great flavours and original dishes that guarantee quality.

## *The perfect setting*

The Rydges Kalgoorlie has an extensive alfresco dining area perfect to feast on a scrumptious meal and drink in the relaxing setting of the hotel.

Surrounded by native Australian gardens the alfresco area is enchanting in the summer months and a prime location to enjoy the weather and scenery.

Inside Larcombe's the modern décor and contemporary lighting sets the mood for an enjoyable day or night.

With all day dining the choice is yours to decide the perfect time for a meal and experience the tastes of Larcombe's Bar and Grill.

## *Wine from WA's best regions*

The extensive wine list specialises in Australian wines with a selection from some of WA's finest vineyards.

Many wines can be purchased by the

glass giving you the option to sample a few.

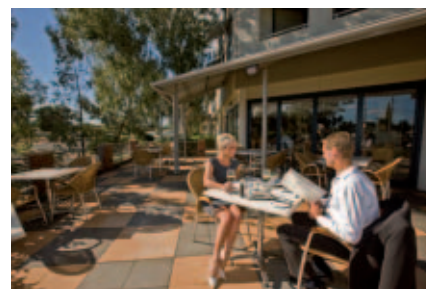
As well as wine the Rydges Kalgoorlie offers a variety of local and export beers on tap and in bottles to quench any thirst.

## *Summer is almost here*

This summer, experience all that the goldfield region has to offer while staying at the Rydges Kalgoorlie.

The Hotel will be offering packages for couples and families including dining options and local tourism attractions. For the best rates available visit [rydges.com/Kalgoorlie](http://rydges.com/Kalgoorlie).

Whether your in Kalgoorlie for work or play the Rydges Kalgoorlie is a must stay. **H**



For more information or to make a reservation contact Rydges Kalgoorlie on (08) 9080 0800.

# NEW CORPORATE MEMBERS

## INTERNATIONAL COMMUNICATION PLAZA (ICP)



CORPORATE SPONSOR

Contact: Ms Beata Bednarczyk  
Director  
Address: Carillon City Office Tower,  
Level 9, Suite 1, 207 Murray Street  
PERTH WA 6000  
Phone: 08 9226 0510  
Email: beata@icplaza.com.au  
Web: www.icplaza.com.au

*ICP is an employment & education agency. ICP have a range of programs which assist international graduates both locally and abroad to live and work in Australia. ICP programs bring employers and young graduates together.*

## THE SPICE MERCHANTS



BRONZE CORPORATE MEMBER

Contact: Mr. Kash Bajarja  
Address: 15 Burgay Court  
OSBOURNE PARK WA 6017  
Phone: 08 9204 4225  
Email: sales@thespicevendors.com.au  
Web: www.thespicevendors.com.au

*Importers and wholesale distributors of rice, spices, oil, flour, frozen vegetables, frozen seafood. The Spice merchants are now also the Sole Distributors of Hildon Water & Latitude 40 water.*

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Fax: 08 9316 9699  
Email\*: admin@hospitalitytotalservices.com.au  
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Web: www.aussijobs.com.au

*Aussi Jobs specialises in regional and metro hospitality recruitment from casual to full time staff.*

## 3 OCEANS WINE COMPANY



BRONZE CORPORATE MEMBER

Contact: Mr. Rhys Davies  
Sales Manager WA  
Address: Suite 4, 172 Main St  
OSBOURNE PARK WA 6917  
Phone: 08 6454 5300  
Email: rhys.davies@3oceans.com.au

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**STANLEE WA:**  
**Production Expertise**  
**Brings Better**  
**Quality – Exclusively**  
**Featuring Steelite**  
**International.**

The directors of Stanlee WA have had several years of extensive hands-on experience in the design and manufacturing of products from leading kitchenware and catering brands from North America, Asia & Europe. They now bring their technological expertise to the West Australian market with a simple goal – To responsibly make sure local clients receive restaurant and catering equipment manufactured from proven innovative production techniques using the highest grade materials.

Steelite is a chinaware brand exclusively distributed by Stanlee WA, with manufacturing facilities in Stoke-on-Trent, England. Steelite is committed to producing durable chinaware with excellent resistance to thermal shock. All products undergo , multi-step testing procedures to ensure consistency of quality. Performance tests are carried out not only by the quality team but also within the in-house laboratory. This scrutiny seen at a factory level is part of the process that allows Steelite to provide a **worldwide five year edge chip warranty.**

Spyro (featured in the picture) is a spectacular new range from Steelite that combines contemporary forms and traditional finishing techniques. Each piece has been individually styled with a delicate swirling embossment that catches the light to create a captivating 3-D optical effect of highlights and shadows, allowing chefs to make the perfect presentation. Spyro will be launched in Perth by Stanlee WA in 2009.

For more information on other Steelite ranges contact **Stanlee WA by phone on 08 9244-3055; email – info@stanlee.com.au or visit their website www.stanlee.com.au**

## CCTV and POS Interface



### What was rung up ??

You see the staff serve the drinks, you see the Customer pay.

Management have always had to deal with the “pilferage” issue associated with cash sales. Before the introduction of computerised POS systems, we used to rely on customers and other staff to whisper in our ear. Sometimes we gave friends money to sit at the bar and watch.

### NOT any More !!!

See what was rung up instantaneously on your CCTV image

The sale text is embedded into the recorded image. Search sales by Item, Operator or key word There is no need for extra cabling, as the *Infotel* server communicates directly to you CCTV unit.



### Infotel POS.net

Infotel Pty Ltd  
 Hospitality Management Systems  
 PO Box 3015, Nedlands WA 6009  
**Ph: (08) 6389 2422 Fax: (08) 6389 2499**  
**Email: info@infotel.net.au**



## PI Electronique

PI Electronique delivers advanced Hotel, Night Club and Restaurant POS management systems in Australia. Utilising state of the art hardware POS systems matched with leading handheld technology, PI Electronique restaurant systems deliver the highest levels of functionality and reliability.

The system is purpose built hardware not converted PCs and PDAs that do not use the unstable WiFi systems for communications.

PI Electronique in Australia is part of the worldwide family of more than 92,000 installed systems, developed over 28 years in the restaurant capital of the world Paris, France - see [www.pie.net.au](http://www.pie.net.au) or call 1300 883 553

technology feature



## More People More



In nearly every hospitality venue at any time, most of the customers have either been before or have heard about the venue from a previous customer. So the best way of getting more people to your venue is through people who have been there before. Your only challenge is communicating with them when they are not in the venue - fortunately that is exactly what smart-venue does. A proven solution that has delivered brilliant results for thousands of pubs, clubs and restaurants throughout Australia and the UK. Smart-venue comes with a money back guarantee that it will provide the best dollar for dollar return in comparison to any other marketing spend.

For more information contact  
 Impact Data Level 2/627 Chapel Street, South Yarra, VIC 3141  
**p: (03) 9827 7790 f: (03) 9827 7858**  
**e: kurt@impactdata.com.au w: www.impactdata.com.au**



## TecSec Independent Security Consultants

Small business needs to be able to clearly detect and identify perpetrators of theft and fraud. This four channel digital video recorder (DVR) starter kit comes complete with a digital video recorder built into a 15" LCD screen. The unit can sit on a desk or be mounted onto a wall; the pack consists of the DVR unit, four CCTV cameras, remote control, camera power supply and USB stick. Along with CCTV warning stickers, your business will be better protected and you will have piece of mind. Kit purchase price \$4500 including GST for commercial clients only and subject to site inspection.

Contact TecSec on 1300 881 261.



## H&L Australia

Hotels and taverns now have increasing amounts of technology being used for everyday tasks. Making your systems talk to each other to streamline your processes and provide you with the right information when and where you want it can be a challenge.

Camera integration with the Point of sale system sees each transaction embedded on the recording. By using the search function in Audit Trail, particular transaction details and footage can be re-played at anytime. Also the ability to turn every Point of sale touch screen into a viewing monitor for managers to view cameras from throughout the venue.

Integrated Pager Call systems enable staff to call customers when their meal or table is ready, call Managers / Security to areas within the hotel, and for the Kitchen to page wait staff when meals are ready. This can be done direct from a POS touch screen (till).

Time & Attendance with payroll integration allows you to forecast your labour costs using actual sales data from your venue and allows you to manage actual labour costs on a daily basis.

These are just some of the ways H&L can help you take advantage of the fantastic technology available and assist you in becoming a smart hospitality venue.

For more details call us on 1800 763 699  
or visit [www.powerofpos.com](http://www.powerofpos.com)



## Reduce shrinkage through technology

Signature Security have been instrumental in the supply and installation of POS (Point of Sale) systems for new and existing AHA members, as it is designed specifically to combat till theft and stock shrinkage in retail environments. The digital system is fully networked to allow remote monitoring of all stores from one central point.

The POS system is based on Signature's leading CCTV solutions. It works by associating till transaction data with CCTV footage. By positioning one camera over a till, as well as others to view activity in the shop, all recorded video is irrefutably associated with the till transaction data entered by the sales assistant.

Images can be viewed live or easily located for playback, without affecting recording, using an easy-to-use menu-driven search facility.

Signature's solutions are compatible with around 300 different types of cash register and POS terminals to make installation fast and straightforward.

Signature Security can provide hoteliers with a "pay as you go" Operating Lease for the equipment so that you can have the security you need rather than just what you can afford right now.

For further information or to receive a free onsite CCTV security assessment please call 9273 6803 or email: [gary.miller@signaturesecurity.com.au](mailto:gary.miller@signaturesecurity.com.au)

## TriniTEQ

TriniTEQ LTD has recently released their latest 6th generation POS software moving closer to POS perfection for busy Tavern operations. Among many fantastic new features, TriniTEQ offer a fully secure and portable "Bar TAB" facility designed for large open areas serviced by WaiterPAD or at any POS terminal. Finally... Tavern customers can have what, when and how they want it and Tavern operators can be comfortable with an easy to use facility and more importantly, that their bills are secure. Smart, easy to use and secure will have Tavern customers coming back for more...



TriniTEQ are further delivering industry specific solutions with pole mounted Panel POS Touchscreens, offering cost effective and practical solutions to space behind bars. Whilst aesthetically these machines look "the part", the main benefit is that (on the bench) Panels take up only the area of a beer coaster.

For further information on TriniTEQ systems please contact 1300 784 666.

technology feature

# TEMPORARY APPROVED MANAGERS


One of the major changes to The Liquor Control Act 1988 requires that an approved manager be present at the licensed premises at any time when business is conducted. While venues have now nominated extra managers on their liquor licence so that this requirement is met, the temporary measures to appoint a person as a manager still exist.

**Section 100 of LCA states**  
*(3) Where the manager, or if there is more than one manager, each manager, of the licensed premises approved under section 35B is absent from the premises or there is no such manager in respect of the premises -*  
*(a) a person appointed by the licensee (other than a person who at any time has been found under this Act to be a person who is not a fit and proper person to manage licensed premises) may manage the premises for a period of not more than seven days; - Extract from the Liquor Control Act 1988 (LCA).*

In easy to understand terms, an approved manager may appoint someone on a temporary basis to be the manager present for a short time. If there is a need to attend a meeting, collect stock, go to the bank, and you are the rostered approved manager, then you are required to delegate your authority for the period that you will not be on premise.

The common query raised is caused by the appointed person not responding correctly when asked by an authorised officer, "where is the manager?"

The correct response would be "I am at present until Bob returns."

By telling the authorised officer that Bob isn't there at present is the reason behind a \$1,000 infringement. To prevent this occurring in your venue, make sure ALL staff are aware of who is in charge for the shift, and if you are required to leave, who is replacing you as the approved manager. 

For further clarification of this section of the Act, please contact Brian Moar at the AHA on [member@ahawa.asn.au](mailto:member@ahawa.asn.au)

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# US HOSPITALITY TO SHOWCASE DOWN UNDER

*Following the Federal Government's announcement for new work and holiday visas for citizens of the US earlier this year the AHA(WA) is working with major US hospitality universities to create work placements and address labour shortages in the state.*

Senior College Deans from the School of Hospitality at Boston University and the Conrad Hilton Institute at Houston University visited Perth in September.

Their visit was to establish a work placement program and to establish key contacts between the US universities and leading hotels in WA.

## *Dinner at the Burswood*

On the 25th of September the AHA(WA) hosted a dinner for the College Deans to meet and discuss work placements with leading hotel

general managers and HR managers.

Held at the Burswood Entertainment Complex, the dinner took place in a private room at (A)Lure Restaurant.

The dinner provided the perfect opportunity to promote the calibre of job opportunities on offer for qualified students.

## *Opportunities abound down under*

The program is aimed at encouraging working holiday makers to come to WA and in doing so address labour shortages.



Students from the US who participate in the program will gain invaluable work experience in an international setting during their semester breaks.

The visa introduced earlier this year targets US citizens aged 18-30 years old and allows those visitors to work for any one employer for up to six months. [H](#)

If you would like more information or would like to participate in the program please contact the AHA (WA) Strategic Projects Manager Sarah O'Connor on 9321 7701 or email [spm@ahawa.asn.au](mailto:spm@ahawa.asn.au)

# STUDENTS & HOSPITALITY INDUSTRY SET TO BENEFIT FROM NEW CADETSHIP PROGRAM.

*The AHA(WA) in partnership with Tourism WA has launched a cadetship program giving full-time students the opportunity to gain invaluable experience with some of Western Australia's leading hospitality organisations.*

The AHA(WA) with the support of Tourism WA and the Young Australian Tourism Association has developed a program with exciting industry opportunities for hospitality and tourism students. The cadetships offer a range of interesting career opportunities and will help students build contacts and gain valuable experience with quality employers.

Along with cadets gaining hands-on and practical experience in a colourful and thriving industry they may be offered permanent or contract employment following the successful

completion of their studies.

The cadetship program targets students whose future qualifications would benefit the hospitality and tourism industry. To become a cadet, students must be enrolled for full-time study at university, a TAFE institute, or another registered training organisation. The cadetship program involves 12 weeks full time paid work experience.

## *The application process*

Once students have applied for the cadetship their application will be assessed for suitability with

participating organisations and they will be contacted to attend an interview.

The program was recently launched at Edith Cowan University and will be expanded into other Universities and TAFEs around the state in coming weeks. [H](#)

For more information in regards to cadetship applications or participating in the program please contact AHA(WA) Strategic Projects Manager Sarah O'Connor at [spm@ahawa.asn.au](mailto:spm@ahawa.asn.au)

# THE PUBLICAN BAR AND CAFÉ

## – CITY STYLE IN THE SUBURBS

*Hidden in the heart of Victoria Park there's nothing generic or ordinary about the Publican Bar and Café.*

774 Albany Hwy, East Victoria Park  
Telephone: (08) 9470 5818  
[www.thepublicanbar.com.au](http://www.thepublicanbar.com.au)

Intimate and inviting you'll feel right at home in the warm atmosphere of The Publican.

A new addition to Victoria Park's main strip, The Publican provides the perfect environment to enjoy lunch, or a quiet drink after work.

### *Escape from the 9 to 5*

After a hard day's work there's nothing worse than fighting the hustle and bustle of the city to find a bastion from the corporate storm.

The Publican solves your problems by taking you out of the city and providing the perfect location to relax in contemporary surroundings.



The layout of The Publican takes advantage of every space with booths, bar seating, a separate dining area, comfy lounge chairs and an outdoor courtyard creating the perfect setting for an unforgettable visit.

Weekdays, happy hour begins from 5.30pm, the time of day you can enjoy The Publican's selection of local

beers and house wines at the happy hour prices.

### *A space for everyone to enjoy*

Whether you visit for lunch, dinner, after-work drinks or a fantastic night out, The Publican caters for all.

### *The Art of Food*

The menu at The Publican is a live one – literally. Changing every week it transforms to embrace only the freshest ingredients on offer during each particular season.

If you're not sure what you'd like, or if you enjoy a bit of everything; The Publican's tasting plates are for you.

You can make your own plate by selecting items off the menu and putting them together. Nothing is ordinary with so many options for your taste buds you won't know what to choose.

### *Alive with colour and flavour*

Inside and out, The Publican oozes style. With a contemporary design teamed with chic décor and lighting, the venue takes you into a different world.

On weekends The Publican transforms into a busy night spot. Popular DJs

and musicians play every Friday and Saturday night drawing crowds from across the city.



### *People make the world go round*

There's more to The Publican than just atmosphere and style. The staff and patrons help set it apart.

The Publican's friendly staff make you feel right at home by giving you the best service possible and an unforgettable visit.

The patrons set the mood, giving the Publican a lively, exciting and dynamic atmosphere guaranteed to make you feel fantastic.

The Publican Bar and Café is open Monday to Saturday 11am till late, future plans include a Sunday Champagne Brunch. **H**

For more information call The Publican on 9470 5818 or go to their website: [www.thepublicanbar.com.au](http://www.thepublicanbar.com.au)

# We've gone won better

Putting our members first helped us win two of our industry's leading awards. And we've done it again. Two top awards, two years in a row – SuperRatings Fund of the Year 2006/07 and 2008 and *Money* magazine's Best of the Best award for Best Super Fund Manager 2007 and 2008. Good news if you're with **HOSTPLUS**. And if you're not,

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