

Hotel SA

The Official Publication of THE AUSTRALIAN HOTELS ASSOCIATION (SA branch) June / July 2015



Inside the Electra and Mayfair



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From the President

Peter Hurley – AHA|SA President



Double Dip hurts community generosity

As we go to print, there are worrying suggestions that the Emergency Services Levy will be increased – again! Once the facts are known, I will comment in more detail. However, in the current environment where many members have not been able to find growth in sales or their bottom line for the last seven years, any week or year where you can match the previous (disappointing) period provides a sense of relief. Given that the values of our members' businesses are a multiple of their earnings, any increase in tax reduces their earnings and therefore, apart from the burden of paying the tax increase, it reduces overall equity. In our sector, the vast majority of members are subject to annual reviews by their bankers and declining values affect loan ratios and can trigger loan recalls.

“Hotels have a generous spirit and I don't know of a single member that does not contribute to multiple charities, causes and organisations in the name of the community and big-hearted philanthropy.”

Only a business owner who has borrowed money using their home as a guarantee will understand the risks involved. It is important that decisions makers at all levels of Government recognise what their collective decisions mean to families that are “having a go” and creating employment for local communities. A secondary issue is that the ongoing “tax creep” puts at risk the philanthropic efforts of our members.

Hotels have a generous spirit and I don't know of a single member that does not contribute to multiple charities, causes and organisations in the name of the community and big-hearted philanthropy. Each member contributes according to their means. Yet the government is taking an extra bite at a time when we can least afford it. Let me provide a few examples:

- Many members organised fundraising to help those who were affected by the Queensland floods. This fundraising comes at a significant cost to the hotel. Staff are deployed to help out, food and alcohol are provided free of charge and the hotel then donates cash to the relief effort. Our team at the Port Lincoln Hotel were fantastic and we raised over \$32,000, which we took to Queensland and presented to a business that was devastated by the impact of the floods. Weeks later the Federal Government announced a Flood Levy, which cost our company more than \$80,000! If we had known this was coming, we might have been less motivated with our philanthropic efforts.
- Closer to home, hotels around the State raised funds for the people who were affected by the Adelaide Hills fire in January this year. Local pubs were praised for their generous nature at the height of the blaze and in the weeks after, as they helped the shattered communities. Again, our team contributed to Blaze Aid, which helps fund the CFS and replaces burned out fences. One has the feeling that the government will impose a further increase in the ESL under the guise of recovering the costs of bushfire damage.

Anyone can see how this threatens the ideal of community philanthropy.

Furthermore, our members pay hundreds of thousands – probably millions – of dollars in stamp duty on their insurance premiums. The business community has been advised over the years that the 11% stamp duty on insurance premiums was to cover the cost of essential services such as the fire services.

Not only does this feel like a double dip, it comes at a time when the entire community of South Australia is doing it tough.



Tim Gregg
Lion Hotel

Customer Service

1. We know you have a passion for customer service. Why is it so important in a hotel operation?

Customer service is one of the few ways to distinguish yourself in a very competitive market. It becomes equally important as the food and beverage offering. People want to know they are going to get the same fantastic level of service every time they visit The Lion whether it's for a corporate event midweek or a casual dinner on the weekend with family and friends.

2. How can a hotelier tell if their customer service is up to scratch?

If regulars and new customers keep coming through the doors, it's a really good indicator that you are doing something right. In this industry there will always be some comments from customers that aren't always favourable but it doesn't mean their comments can't be used in a constructive way.

3. Is there such thing as a "service culture"?

To achieve longevity in this industry great customer service is essential. The challenge is to develop the right culture that fits your brand. All our staff are hand picked for their skills, attitude and personality to ensure they are capable of delivering 'The Lion' style of customer service.

4. Can you put a dollar figure on customer service?

Priceless.

5. Do younger and older generations have different views on what constitutes exemplary service?

The ability to deliver great service is something that is instinctive, it can't be taught. Exemplary staff are able to bridge the generational gap without missing a beat and are able to adapt their manner to the appropriate situation.

6. Is the customer always right?

No, but you do need to acknowledge when things go wrong and it's in the best interest of both parties to resolve the situation to the satisfaction of all.

7. What are some of the techniques you have used to improve customer service over the years?

If staff have great product knowledge they are in a much better position to make a customer's experience positive. Our staff are knowledgeable about all sections of the hotel rather than just their usual work area. Most staff are able to transition seamlessly from the restaurant, bar, express and events sections of the hotel. Staff attend regular menu tastings with our chefs which cover food provenance, ingredients, cooking methods and instructions on how to position a dish in front of customers. Similar sessions are held for beer, wine and spirits training which results in our staff being confident and knowledgeable about the products they sell. This translates to consistent customer service in which we strive for excellence every time.

"All our staff are hand picked for their skills, attitude and personality to ensure they are capable of delivering 'The Lion' style of customer service.."



Minister praises AHAISA

Over 80 AHAISA Member Hoteliers attended the 144th Annual General Meeting at the National Wine Centre on Monday 4 May. The 2014 Annual Report was presented to members by President, Peter Hurley.

Following the meeting hoteliers then shared an informal network with Corporate Sponsors in the Gallery Room. Special guest The Hon Leon Bignell MP made a brief presentation at the function on the topic of Tourism and Hospitality in South Australia.







ELECTRA HOUSE: CHARGED AND READY

By Patrick Keam



ELECTRA HOUSE

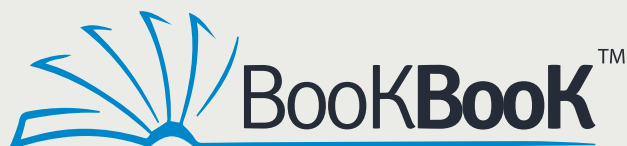
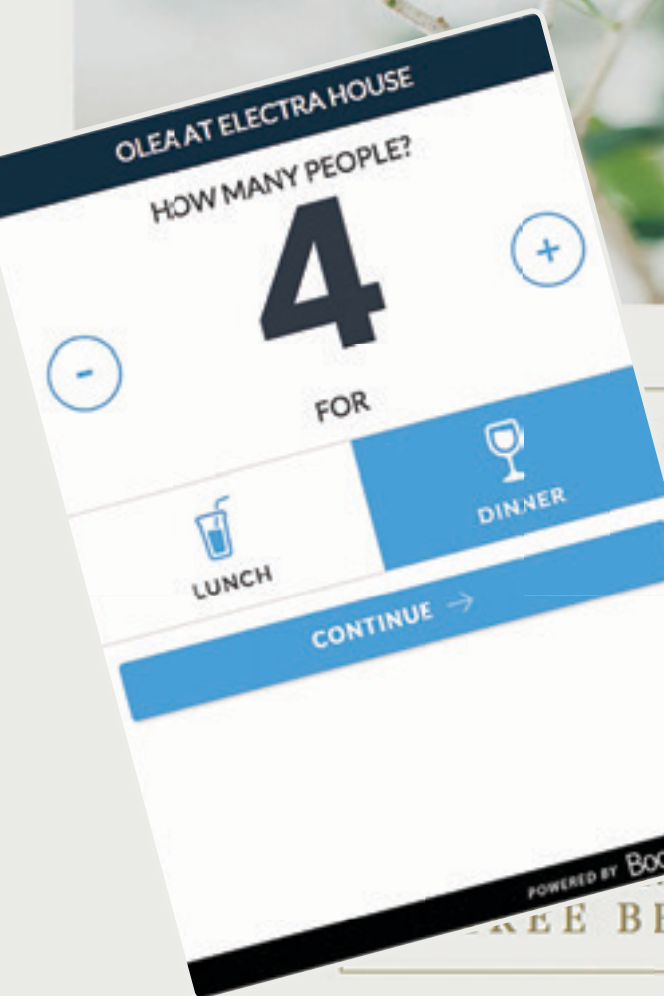
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EXECUTIVE CHEF ALFONSO ALÉS

Spanish-born Alfonso has developed his skill and instinct for food around the globe – working across a range of world-renowned hotel kitchens and in Michelin star restaurants. Now, he brings his experience and imagination to Electra House, where he is excited to use what he calls the "world class" local produce to bring his ideas to life. Alfonso oversees every dish and menu served across Electra House's three spaces and is looking forward to reflecting each of Adelaide's seasons in the food he serves.



ELECTRA HOUSE

The heritage-listed Electra House, built in 1901, was once the home of South Australia's first electric lift and telephone exchange. But, in recent decades it has sat derelict and empty until a renovation sensitively brought the building back to life and uncovered its former grandeur. Neighbouring the equally significant General Post Office, Electra House's three levels of eating, drinking and sharing bring life back to a piece of Adelaide history.

After two decades Electra House is alive again. Since 1901 the building has gone through a multitude of changes but it has now been transformed to become its most striking iteration yet.

Few vacant buildings in Adelaide boast the timeless heritage features of Electra House. Not so long ago it sat unused, derelict and facing extinction but now it has found new life as part of the revamped King William Street and CBD.

Producing a contemporary fit out for the venue whilst still retaining its historic aspects, which are the heart of the building's identity, was key when undertaking the redevelopment.

The result: superb.

It is a thoroughly unique establishment, which the city of Adelaide has not seen before with the way that the heritage of the structure has been blended with a modern refurbishment.

However, as Director Michael Corigliano explains, it was a process that did not happen overnight.

"This has been in the melting pot for 10 years," he says.

"It's probably added about 15% to the cost of the project, which is what happens with a redevelopment of a heritage building.

"A very difficult part of the process was getting our development approval in place knowing that we had the landlords who had their requirements, we had our own different requirements and just dealing with the heritage aspects.

"We engaged Studio Nine to come back to us with some conceptual plans. We see it as a city hotel, a bit like The Establishment in Sydney."

Many of the features that make the building so historic have been retained by architects Studio Nine and interior designer Danielle Elia while construction on the project was headed up by Schiavello. Initially built by the Citizen's Life Assurance Company, Electra House has served many purposes over its long history.

The building is home to one of South Australia's first electric lifts, served as a telecommunications museum and more recently a short-term home for arts venues and local graffiti artists.

Bucking the trend of pop-up bars and small-scale establishments in the area, Electra House is a destination venue which can hold over 700 people across its three levels as it aims to meet the various needs of its clientele.

Whether its a casual lunch or drink with friends, a fine dining experience or something more specific in the upstairs function rooms, all bases have been covered in the one location.

At ground level is the Electra Bar and Beer Garden, a relaxing environment which takes you out of the hectic city centre with timber decking combined with lush foliage and a green wall which defines the garden.

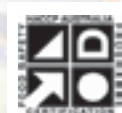
Stepping inside from the beer garden the greenery continues in the indoor bar area along with six metre high ceilings supported by white pillars throughout the room, contrasting the dark wooden furniture.

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You will not find a beer garden and bar in the CBD quite like it. A glance at the drinks menu provides an understanding of what they are trying to achieve at Electra House. Taking your standard bar or restaurant and pushing it one step further.

On offer is an 18-year-old single malt whiskey from the legendary Islay distiller Laphroaig that can be behind few other Adelaide bars. Greeting you at the top of the beer list are offerings from James Squire and Little Creatures which have now become commonplace in Adelaide bars but looking deeper we find some more eye-catching brews. The Rodenbach Grand Cru Red Ale is a Belgian sour beer which is definitely worth a try as is the Brooklyn Brewery's American amber style lager.

Following on from the theme of taking things a step further, the cocktail list features a variety of twists on old favourites, such as the Firenze:

Deriving from the Tuscan region of Italy, the Negroni is a staple cocktail of liquor dispensaries all around the world. Our adaption is a little more contemporary, adding a blend of sweet Caribbean elements to really liven up the classic.

From the darker surrounds of the ground floor you then head up to level one and step into Olea, a modern Greek restaurant which reflects the skills of executive chef Alfonso Alés.

The Spaniard has worked in some of the world's most renowned

Michelin star restaurants and is bringing his experience from time spent living in France, Germany and America to both the ground floor and Olea restaurant menus. Along with his inherent Spanish and Mediterranean signature of course.

However despite his background in fine dining restaurants Alés has created a restaurant and menu that appeals to all. Immediately there is an inviting and welcoming feel as you enter the second floor, largely thanks to the high white ceilings, abundant natural light and wooden tables and seating which work together to provide a thoroughly relaxing Mediterranean vibe. One aspect that is found through both the Olea and downstairs menus is an emphasis on sharing which Alés has brought to Electra House from his native Seville where the tapas culture is as strong as anywhere.

A respectable meze list begins the menu with Greek classics such as pita, dips, olives, haloumi done in four different styles and some eye-catching seafood offerings.

Moving on there are a series of dishes done over a wood charcoal grill which is used to "bring out the best flavour and promote a healthy diet".

Local produce is a evidently a heavy focus with Spencer Gulf king prawns, Two Wells poussin chicken, Barossa Berkshire pork neck and Adelaide Hills lamb cutlets all featuring.

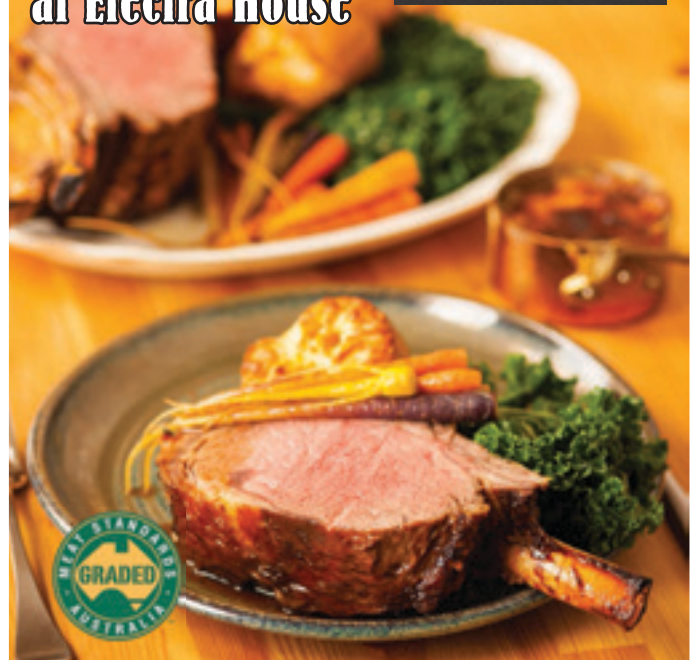


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When perusing the drinks menu it is hard to go past the iconic Greek Ouzo, of which Olea has 14 different varieties, or some signature cocktails like the Skinis Mastiha (Greek liqueur) based Faint Hope.

The wine list is wide-ranging to say the least featuring local and Australian offerings along with Spanish, French, Italian, Austrian and of course Greek just to name a few.

Also worth a try are a series of Hellenic beers coming from Thessaloniki, Athens, Santorini and Thrace.

Olea is open for dinner from Tuesday to Saturday and also has a lunch service on Wednesday, Thursday and Fridays and Corigliano says the response to both the restaurant and bar has been pleasing since opening earlier this year.

"This is our eleventh week of trade and currently it has exceeded our expectations.

"In terms of the response to the offer, the food and just the numbers coming through is in excess of our expectations and initial budget.

"Obviously we were a bit conservative with that but it's trading quite strongly which we're very pleased about, but not complacent because there's plenty of competition.

Plenty of competition indeed.

"If you think about King William Street there was initially not much

here, The Treasury has been quite successful for a long time but then there wasn't much else," he says.

"By the time we pulled this all together Jamie's Italian had come on stream, Martin Palmer and his partners had put 2KW together and Sean Connolly had moved into the Casino with Sean's Kitchen.

"So we all came into the area at the same time and we did see this as a very underserviced part of the market for this style of hotel."

However they do see the benefits of how the area has been transformed into a precinct, with similar demographics and target markets moving between the multiple venues which has a positive long-term effect for all involved.

An influx of city workers and suits has been experienced at Electra along with a wider demographic as a result of Olea which Corigliano explains has a broader appeal.

He goes further to confirm the benefits that the growing precinct is having on the venue.

"We came on stream six weeks after 2KW which has got the same target market and it's the same people but they move between them which is nice.

"It creates a precinct which is obviously better in the long term and the many small bars in the area also help."



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Electra House

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A contemporary and functional renovation of the beautiful heritage listed Electra House incorporates a beer garden which provides the building with a dynamic new presence on King William St. Studio Nine has gone to great lengths to retain and restore the original ornate building fabric both inside and out, including the grand internal timber staircase and lift. The new internal refurbishment and additions are of complementary scale and respect the original building. The simple yet elegant material palette effectively emphasises the beauty of this heritage building.

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FEATURE



The expansion of their market is also boosted by two function rooms upstairs, one done in a New York style loft theme on the east side and the other on the west side which is a more formal, traditional function area.

Overall it is a credit to the Electra House Hotel Group to have tapped the potential of both the building itself and its location, albeit with some difficulty.

However costly it may have been though, maintaining the heritage has enabled Electra to establish itself as one of the most unique venues in the city.

The original electric lift is still intact but not operational after being enclosed and restored and the façade that greets you on the street is untouched and still as exquisite as ever.

So although it has added to the cost of the project and time delivering it (a 10 year process) the heritage undoubtedly adds to the venue.

It is because of this that one of Electra House's most striking features came to fruition. A result of the building's requirement to have two egresses, a glass balcony was conceived with a staircase leading to the beer garden.

The six metre high ceilings are also stunning and something that strikes you immediately when walking into the ground floor bar.

In its truest sense, the fabric and intrinsic value of the historic building has not only been protected but also enhanced by the redevelopment.



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The great people in our industry

The biannual AHA regional meetings are so important to all publicans, who are updated by AHA officials on the latest industry information. Without doubt the AHA is a great insurance policy for us all, a body that represents us well, including lobbying politicians, and does it regularly in a professional manner on our behalf.

Following the meetings the day flows on to an industry luncheon, where much in-house talk occurs in the company of AHA sponsors who join the group.

The recently convened Yorke Peninsula meeting at the Wallaroo Hotel, was a great example of this. However, this meeting created a bit of history as David Papps, the current AHA councillor for 10 years, retired. He has been a terrific representative on the council for us all.

David, who incidentally took over from yours truly after serving a similar 10 year term, has passed the baton onto Trevor "Seagull" Evans, another long term publican at Kadina. We all did note a reluctance to commit by Trevor to a "threepeat" of the 10-year term occupancy of the post, but only time will tell. The official meeting concluded at 12 noon, but the speeches only commenced at 5pm (a record), and this is the history part of the day. No one present could ever recall such a late start to the speeches, nor the jovial receipt of same. The YP group has always been harmonious and enjoyed each other's company socially, but maybe Seagull you may need to pull rank at the gathering later in the year. Time flies when you are having fun!

Coopers Publicans Race Ray

The annual race day, which has been going for around 30 years, was again held at the picturesque Balaklava track, when hoteliers, sponsors and industry personnel all joined together for a day at the races, including a three-course meal. The meal was great and splashed down with nice wines and the mandatory Coopers ales. Some 500 people were in attendance, a terrific roll up of city and country hotel people. Speaking of Coopers, what a beautiful and lovely person Leanne Fraser (Coopers Sales Manager) is. So knowledgeable of the industry and a smile that would win a competition anywhere in the whole wide world! Leanne was accompanied at the event by Cam Pearce (National Sales Director), Ian Bradshaw (Marketing and Sales), Brent Felice, Dave "Hollywood" Hindmarsh and others including AHA events and sponsorship guru Lucy Randall's husband, Scott, all flying the Coopers flag. I must say the two young Coopers promotional ladies who joined me at our table were also wonderful company!

During the day I ran into Bob Karpluk – what a great and personable bloke he is from the Semaphore Palais, Matt Palmer from Structural Group (hotel renovations etc), John Giannitto (various hotels) and Dominic Shepley, ex Norwood Football Club,





ex Gawler racing club, and now publican at the Freeling Hotel. Also in attendance was the likeable Nedd “the community man” Golding (Taminga Clare Hotel), who has been in the hotel industry for some 25 years, having commenced work in the hotel game at Clare with Colin “Horror” Hann. Nedd is married to Lisa and is a very interesting bloke. He loves his sport – you always find him at the Adelaide Oval Test match on the village green, but he is also the Deputy Mayor of the Clare and Gilbert Valley Council, and the National President of the Apex Club of Australia, a considerable and admirable community achievement.

Speaking of good blokes, Graham Cox who with wife Barbara, are publicans at the Lord Exmouth Hotel (also known as the Monkey House) at the Port, was also at the races. This is not unusual as Coxy has raced horses for many years, however on a sad note he was reflecting on the recent passing of “The Gnome”, Ricky Brooks. Ricky and Marlene for many years have been at the Wheatsheaf Hotel Price, and Ricky always found time to support industry bowls, Test matches, race days etc. He spent time at The Waybacks Football club in Port Lincoln, the Berri Hotel and of course the West Thebby Hotel in Adelaide, and was a fun loving and true hotel character. Years ago he played as a rover for the

Exeter Football Club, accumulating a record 425 games for that club, a colossal achievement. He was a passionate Port Power barracker who never forgot his Port Adelaide roots and was also famous and courageous for referring to himself and his wife as the “Gnome and the Dragon” to all and sundry ... and got away with it! R.I.P Ricky Brooks and thanks for your contribution and good company over the years for so many of us in the hotel industry. Also on a sad note was the recent passing of Peter “Puffa” Jensen, who with his wife Linda owned the Prince of Wales Kapunda hotel for 30 years and in recent years also the North Kapunda hotel. Puffa was 72 years of age, a legendary hotel identity, and a true loveable larrikin. Passionate about his North Melbourne footy club, and footy in general, yet patrons were sure he put his footy tips in Monday morning! According to some, Puffa loved an argument regarding politics, and didn’t lose many as they reckon he never gave up arguing, ha ha! It could be said he was a free giver of advice to all and sundry, probably whether they requested it or not, yet was a very caring compassionate person with his staff, inside or outside of work. Our industry has lost a true character, and everyone who knew him recall him with much fondness. R.I.P Puffa.



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SA's bartenders to be U.G.L.Y. in 2015

Now in its seventh year, the Leukaemia Foundation's U.G.L.Y. Bartender of the Year campaign kicks off from June 2015. This innovative campaign has raised over \$1.3m over the past six years, and has established itself as the engaging and hilarious way to fundraise in venues, drawing patrons in to all manner of events and activities.

The perfect way to lift your venue profile and show your local communities the 'Understanding Generous Likeable You', U.G.L.Y. has received praise from venue managers, owners and operators across the state.

To get involved nominate your most outgoing and charismatic bartender to be the 'face' of U.G.L.Y. in your hotel, and register them online or call the U.G.L.Y. team, who'll be traversing the state from July to September in their quest to find U.G.L.Y. Bartenders across SA.

Once registered you receive the U.G.L.Y. Kit, a quick way to theme your venue and events, and providing tailored merchandise

to boost fundraising throughout the venue, or dress up an event.

The prize structure for U.G.L.Y. Bartender of the Year is dazzling in 2015, with incentive prizes for bartenders, including Uberbartool™ Kits for raising over \$1,000, \$500 worth of JB Hi-Fi gift cards for raising over \$5,000 and the U.G.L.Y. VIP Cruise Boarding Pass for U.G.L.Y.s raising over \$10,000.

To recognise SA's highest fundraiser and their hotel there is a \$3,000 Travel Voucher and Hoshizaki Lancer continue their support, providing either the Hoshizaki Ice Machine, or Lancer Beverage System products and services, to the value of \$7,500.

Hotel Care provided the U.G.L.Y. Car (now nicknamed the 'U.G.L.Y. Bus') in 2014 to help the U.G.L.Y. team on the road, so you'll see this in your suburb or town soon.

Register online at www.uglybartender.org.au or contact Helen Walker on 0478 403 090 to find out how U.G.L.Y. Bartender of the Year can have a gorgeous impact on your hotel this year.



\$500,000 donations milestone

In other news from Booze Brothers, its Staff Charitable Foundation has achieved a significant milestone, with donations to South Australian Charities totalling over \$500,000. It was formed in 2002 after the serious illness of a member of the staff. Funds were raised initially to assist in his recovery and ongoing support of his education. From this, the staff decided to approach management with a view to have an ongoing commitment to charity.

"The importance of the foundation to the staff is evident by the number who donate weekly from their pays without hesitation, with the knowledge that this will help someone less fortunate," said General Manager of Operations, Craig Williams.

"Furthermore, past employees still continue to support the foundation after they move on or retire, which further solidifies the importance this has to our group." The \$500,000 milestone is also attributed to the long-term support of staff, friends and the Saturno Family. To mark this occasion, the largest donation the foundation has ever made was presented to Soldier On organisation at an event held at the Torrens Parade Grounds on Sunday May 17. The amount of \$35,000 aided in purchasing a seven-seater people mover and covered trailer, which will support the ongoing programs for ex-servicemen and women and will help provide transport to group events and support activities.



Craig Williams, General Manager of Hotel Operations- Saturno Group, Justin Brown, State Manager- Soldier On, Wayne Phillips

Information regarding the charities who've received donations over the past 13 years can be found on the website <http://www.boozebrotherscharity.com.au/>.

Publicans pull together to support local charity

Local Adelaide pub owners will be heading off on the 2015 Variety SA Bash from August 8 – 15 this year, travelling from Adelaide through Flinders Ranges to finish in Loxton, across picturesque off-road tracks and private country properties to raise money for children in need.

Seven Stars Hotel owner Tom Ricketts has never been on the Bash but has dreamt of becoming a Basher ever since he was a little boy.

“My dad has gone on the Bash several times, it looked like so much fun, I always knew I would one day go on this event, it is crucial to raising funds for local children in need,” he said.

Publican Rob Parsons will mark this year as his fourth Variety SA Bash, his team Bash Car 808 have raised close to \$50,000 since Parsons joined in 2011.

All Bash cars are unique and Parson’s car is no exception, the team have re-themed their car with a strong groovy vibe, flower power and disco balls included.

Rickett’s Bash Car - Car 123 is based on the beloved computer game – The Mario Brothers, but what really makes their car unique is the age of the passengers inside; all three entrants are in their late 20s, some of the youngest on the Bash.

“A lot of young people don’t think about helping the community or local charities, our team is incredibly motivated to raise as much money as we can, we hope that our passion will spread to our friends and more young people will join this iconic event,” Ricketts said.

Ricketts is sure that this will not be the only Variety SA Bash he goes on, as long-time supporter George Belperio, co-founder of Fasta Pasta and industry stalwart, explains the Bash and the charity itself are addictive. “I support Variety by taking up a team of friends to the more remote parts of the route and cook a delicious meal for them I have been doing it for over 16 years and don’t plan to stop, the friendships made and the beautiful people involved make the experience an exceptional one and supporting South Australian children in need is wonderful,” he said.

Belperio is not the only industry supporter who generously donates his time and

expertise. The Edinburgh Hotel owner Danny Djurasevich, takes a team of 30 volunteers and three chefs to provide a dinner and breakfast for all the entrants. “Providing a meal is a great way for us to be involved with Variety, The Edinburgh Hotel supplies the food and the chefs donate their time, at the end of the day it’s about raising money for children in need and we are so proud to be a part of that,” he said.

Tony Bond, owner of the Railway Hotel and Ed and Castle Hotel has hosted the group for catch up drinks throughout the year and will be taking part in his third bash this year. Many entrants of the Bash will often go on the event five, ten even twenty years in a row. The Inglewood Inn owner Peter Howell has been involved with Variety for 25 years and says the trip is such a great adventure. “I can’t pin down a favourite memory – they are all great, one of my friends was on the Variety SA Bash 25 years ago that’s how I became involved, I have been on the Bash 20 times and have loved every minute,” he said.

Di Lintern, owner of the Port Dock Hotel, is not far behind with 24 Bashes behind her, driving the big truck “Cafe 96” which keeps the Bash entrants fuelled with caffeine for the road ahead.

Variety SA CEO Mark McGill says the success behind the Variety SA Bash is found in its volunteers and entrants. “This is our 27th Bash and since its inception the event has raised over \$32 million net, which is staggering. This would not have been possible without our passionate entrants and their supporters. They are rewarded in knowing that thousands of children’s lives are enhanced through their generosity,” he said.

This year the SA Variety Bash will finish in Loxton and the Loxton Hotel will be putting up several of the Bash Officials as well as providing the bar at the final dinner. General Manager Karen Kilsby is looking forward to hosting such a large group. “The Bash has never finished at Loxton, we are so excited to be a part of such a fun event, I know the whole community will benefit from having over 300 people stay and for that we are truly thankful,” she said.

Last year, Variety SA funded 175 grants and distributed \$2.48 million to help 22,487 children who are sick, disadvantaged or have special needs.

To find out more about the Variety SA Bash head to variety.org.au/sa



Di Lintern



George Belperio



L to R Rick Neagle, Chester Osborne & Tony Bond



John Capaldo, Steve Mason, Rob Parsons and Greg Mattner



Tom Josh

A moment in time



“I told them to take my boots off. They said they already had. That’s when I knew I was in a bit of trouble.”

Amazingly it was 40 years ago when Neil Sachse became a quadriplegic after an on-field collision in the VFL, in only his second game for Footscray after switching from North Adelaide. It has reverberated through football history and changed the way players are handled.

While working at Bedford Industries, Sachse managed to “learn” to use his body again, with limitations, which included being confined to a wheelchair, but his mind was active and his determination a driving factor in a new venture.

“After a while a ground swirl began to build about funding research for treatments for spinal cord injury, and came in the form of a foundation, which I started with a friend 20 years ago, to see if I could help work out a way to help those with spinal injuries.”

Through the Neil Sachse Foundation, a \$1.5 million grant was won for a research project at Flinders University, which looked at growing Schwann Cells to help improve the function of the spinal cord. Clinical trails were held, but no protocol was developed, which meant another direction had to be investigated – a system other than by injection needed to be incorporated to progress results. Because of the grant, three research papers, looking at stimulating nerve fibres to form new growth, were written and are the foundation of future prospects now being investigated.

“We are also running education programs in schools, to help young people understand problems associated with spinal injuries,” Sachse said.

“It’s about helping them understand the risks associated with spinal injuries, delivered on-line and in the classroom, through a series of animations, and looking at the spine on a skeleton model.

“Possible spinal cord injuries can occur playing sport, and through accidents at work, on the roads or in the water – the risks are high, so some knowledge on prevention and treatment can help people in everyday life.

“Our goal is to create a new imaging system to allow the injury to be seen in real time, improving outcomes and taking away the

common practice to use a pin to see where patients can feel, or physically see what could move – the pin pricks drove me nuts!”

The foundation needs to raise a \$1 million over three years for the new imaging project. To help, visit the Neil Sachse Foundation website, go to www.nsf.org.au



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Platinum

14/15



Gold

14/15



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14/15

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- Ainsworth Game Technology
- APRA AMCOS
- Aristocrat Technologies Australia
- Australian Liquor Marketers
- Big Screen Video
- BOC Limited
- Boylen
- FAB Cleaning Services
- Foxtel/Fox Sports
- Global Gaming Industries
- IGT
- InDaily
- Independant Gaming Analysis
- James Richardson Corporation
- Konami Australia Pty Ltd
- Liquor Marketing Group – (Sip'n Save)
- Meat & Livestock Australia
- Moore Stephens Adelaide
- Murfett Legal
- Novatech Creative Event Technology
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- TJ's Cleaning Services
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- Amphora Wine Group
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- BankSA
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- Bulk Energy
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- Cashcard
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- Concept Collections
- DC Payments
- Drinking Buddy
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Tim Boylen
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Contact:
 tboylan@boylan.com.au

Who won Mother's Day?

It's incredible to think that there were dining rooms that were not sold out for Mother's Day. Just prior to the day, we analysed what hotels were marketing themselves best online, for the big day.

STAGE ONE: We started with a search for the term "Mother's Day" in Google, which revealed the Stamford had two listings on page one. No other hotel had a listing.

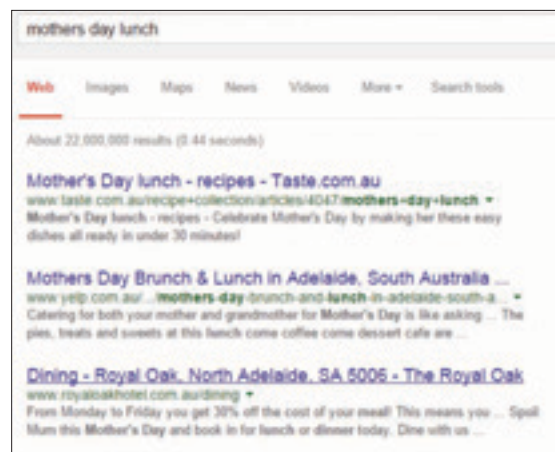
STAGE TWO: Next we conducted a search for "Mother's Day Lunch".

The Royal Oak won hands down, with a third-place listing (note that Yelp was in second place, so it's important to be active in that space). The Stamford and The German Club were also on page one.

STAGE THREE: Our final search was a "long tail" search (more than three words).

When we typed "Mothers Day Lunch Adelaide Pub" into Google, the order of appearance was:

- Archer Hotel
- Seven Stars (second and third place)
- Stamford
- Daniel O'Connell
- TA (Torrens Arms)
- Royal Oak
- La Boca (restaurant)



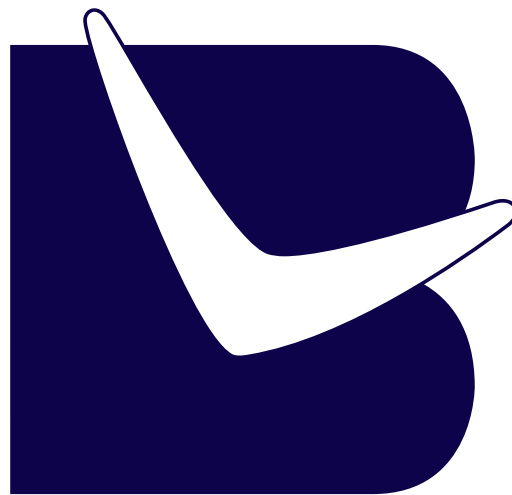
- The German Club
- Hotel Royal

When we did the same search but chose to click on Google Maps, the winners were:

- The Highway
- Marion Hotel
- Belgian Beer Café.

(Note that the Marion and Highway are not in the CBD. So you can't argue that city pubs get favoured by the search engine because of their city location.)

If you ever need advice about online marketing, just email me at tboylan@boylan.com.au



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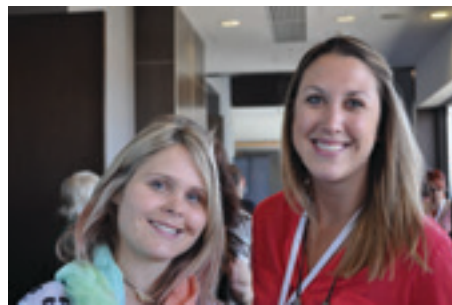
Rachael Robertson
BA, Grad.Dip.M'ment, MBA

Rachael led the Australian expedition to Davis Station, Antarctica - the second female to lead a team at the Station and the youngest ever leader. She managed a team of 18 people through the long, dark,

Antarctic winter and through trial and error built a resilient and highly successful team based on the foundation that 'respect trumps harmony'.

Since returning Rachael has completed her MBA, written a best-selling book, *Leading on the Edge*, and has presented at over 600 events around the world.

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Semaphore Rd Cellars

St Peters Fine Wine Cellars

Tanunda Cellars

The Watson

Underdale Cellars



Licensee Transfers March 2015

Hotel	Location	Date Granted	New Licensees
Avoca Hotel	Clarence Gardens	12-3-2015	Avoca Club Ltd
Totness Inn	Mt Pleasant	12-3-2015	Pleasant farm Pty Ltd
Tantanoola Tiger	Tantanoola	18-3-2015	Oskie Nominees Pty Ltd

Licensee Transfers April 2015

Hotel	Location	Date Granted	New Licensees
Warooka Hotel	Warooka	09-4-2015	Pain Enterprises Pty Ltd
Rising Sun Inn	Kensington	23-4-2015	Premier Trial Pty Ltd
Mt Pleasant Hotel	Mt Pleasant	27-4-2015	A & A Thurmer Pty Ltd
Port Admiral Hotel	Pt Adelaide	28-4-2015	Clark Hotel Group Pty Ltd
Grand Hotel	Millecent	30-4-2015	Yvonne A Pickford



SipnSave new General Manager returns home

There have been big changes at SA's largest independent liquor retailer SipnSave with the Liquor Marketing Group (LMG) appointing Simon Rowe as its new General Manager. Simon, who has worked with LMG for 11 years and previously headed up SipnSave Cellars in SA, has left his Sydney-based role as the Group's National Wine Category General Manager to take up the position.

"I grew up and began my career in Adelaide so to be given the opportunity to return to my home State and represent the SipnSave brand, its members and industry suppliers again is really exciting," Simon Rowe says.

"SipnSave is a trusted brand which has been around for 35 years and now is the time to create even greater awareness about SipnSave Cellars in the South Australian marketplace.

"Consumer expectations are high and our retail standards are always evolving to ensure all needs are met within the brand's offering. I am looking forward to reinvigorating SipnSave even further with a greater marketing focus."

Simon who studied wine marketing and climbed the ranks after starting out stacking shelves in a bottle shop just over two decades ago has noticed an exciting trend emerging for Adelaide Hills wines.

"Adelaide Hills Sauvignon Blanc is the new wine of choice with SipnSave outlets across South Australia recording a 20% growth in sales over recent months," Simon says.

"The popularity of the local white continues to grow while New

Zealand Sauvignon Blanc has experienced a 4% drop. New Zealand wines are still popular but the Adelaide Hills is gaining a strong following for its crisp, light whites."

The 20% growth in sales compares sales from last summer compared with this summer. Fast-moving brands include Nepenthe, Shaw & Smith, Wicks Estate, Bird in Hand, Jacob's Creek Reserve and Taylor's Estate.

"SipnSave is all about enhancing consumers' experience when they visit us and I am certainly looking forward to visiting all our members in the metropolitan, regional and rural markets to see how we can do things even better."

When Simon's not out driving the SipnSave brand, he's spending quality time in Adelaide's eastern suburbs with partner Andrea, two children and two border collies. He's also a mad Crows fan so you'll often see him hanging out at Adelaide Oval.

"There's no doubt South Australia offers the perfect work-life balance and I'm really looking forward to spending around 300 hours less time stuck in traffic compared to living in Sydney." Simon replaces retired liquor leader Mike Shelley.

For more information phone SipnSave on 08 8416 7575.

ABOUT SIPNSAVE: SipnSave, a South Australian success story and the State's largest group of independently owned hotels and bottleshops, represents 103 SipnSave outlets in South Australia. SipnSave enjoys the highest market share of any independent retail liquor brand in Australia and has an exceptionally loyal consumer following.

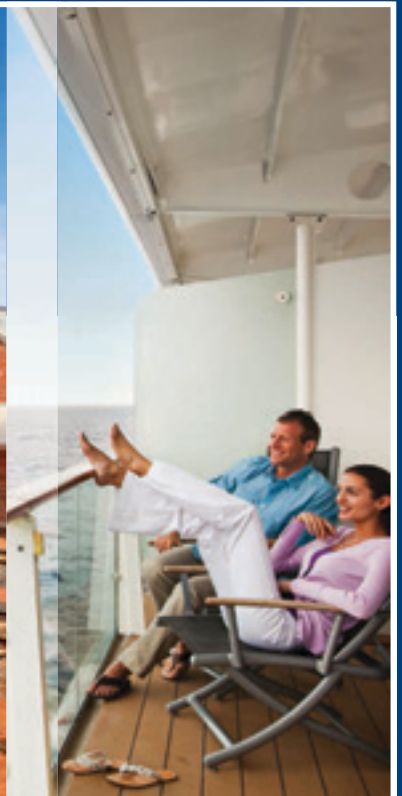
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*Conditions Apply: Prices correct at time of printing and subject to availability at time of booking. Cruise portion based on inside category 10 for Auckland to Adelaide and Best of the West. Cruise portion based on category 2C deluxe balcony stateroom that has partially obstructed views for Australian Loop. Please note, you may be required to change staterooms in Perth. \$100 onboard credit will only be applied to your account in Perth. See in-store for full terms and conditions Conditions and Phil Hoffmann Travel Schedule of Professionalism applies. ESOE

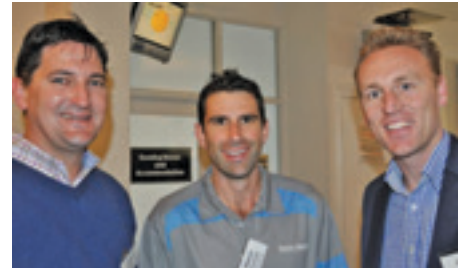
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Regional Presentation and Lunch

The AHA|SA conducted regional presentations for the Metro area at the Kent Town Hotel, the South Coast Hills at the Hotel Elliot and Yorke Peninsula at the Wallaroo Hotel. To each hotel's management and staff, thank you for providing superb service and splendid food at these events.

At the meetings, Ian Horne our General Manager, Wally Woehlert, General Manager Gaming Care and Wendy Bevan, Manager Government Relations & Policy, updated members on the many issues that challenge the industry and how the AHA|SA is working through them on your behalf. Following the presentation at each of the venues our very supportive corporate sponsors have the opportunity to enjoy lunch and network with members and AHA|SA staff. Special thanks to our sponsors who provide product on these days.





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Brian Smith
 AHA|SA
 Membership and
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 Manager

They're back! Greg and Paula home again at The Dan.

After only two years of attempting to live a 'normal' life, Greg and Paula Kemp are back doing what they do best, running the Daniel O'Connell Hotel in North Adelaide, after it had been leased out between February 2013 and March 2015 to another party.

For the first two weeks, Greg and Paula worked hard to let all their old clientele know that they were back, and with them they were bringing their well-known traditional, family run hospitality.

"It's an exciting time for The Dan! We are going back to our roots in terms of hospitality, but we have appointed a new, young, ambitious chef, Lucas Oxley, who is filling Peppertree Restaurant with local residents keen to try our reinvigorated menu. A new kitchen team to back Lucas has re-invented the popular restaurant, and we are seeing great numbers," said Greg.

Lucas did his apprenticeship at the Sebel Playford and was employed in several different establishments before taking on the Head Chef position at The Daniel O'Connell Hotel. His enthusiasm and passion for food is indicative of his menu. Lucas' focus is sourcing the best local ingredients to produce Modern Australian fare with a hint of classic French and



Mediterranean. Along with his new kitchen team, Lucas is leading the Dan to glory. "Reinvigorating The Dan has been a combined effort of our very focused and dedicated team members. Several staff were employed by us at The Dan beforehand and have happily come back to support us – it really does feel like we are back with our family and our roots!" said Paula.

Are they glad to be back? "Well, I tried working for someone else and it wasn't quite the fit I wanted. On leaving the industry again, it will have to be retirement," explained Paula.

The Daniel O'Connell Hotel, 165 Tynte Street, North Adelaide
 8267 4032 Open 7 days, 11am til late
www.danieloconnell.com.au

The Gepps Cross Hotel



At the moment, the Gepps Cross Hotel looks like it's gone back in time. I say this as the only structure still standing on the paddock or back paddock (see photos) is the state-of-the-art building of its time back then. We are not sure of the exact date this was built but we can say the first licence was granted back in 1846, the 16th of June to be exact.

Isaac Gepp opened an Inn on the northwest corner of land in 1846, to the north side was Grand Junction Rd, the east side was Main North Rd. The terminology "Gepps Cross" is dated as March 1848 and attributed to Isacc Gepp opening the Inn. I have been unable to find any actual account of why they used Cross, but would assume because of the crossing or the shape like a cross at the intersection of



Main North and Grand Junction Roads. The hotel was originally called the Millers' Friend Inn (1846-1848), then the Gepps Cross Hotel (1848-1851), then the Victoria Cross Hotel (1851-1852), then again to the Gepps Cross hotel as of 25-3-1852 to the present day.

The hotel is undergoing a major redevelopment that is due for completion mid-February 2016. Until then we will all be able observe its progress every time we drive past.

Old Bush Inn Willunga

Two of our newest members are from the Old Bush Inn at Willunga. Christina and Gavin are two of the nicest people you will ever meet. I first met them at our recent Regional Meeting/lunch at the Port Elliot Hotel, and found them both easy to talk to. That day at the regional I knew that they were happy to be in the Old Bush Inn, but I wanted to find out more, so I called into the pub one day to have lunch with them and get some background on how they came to buy the pub.

Firstly, Gavin conveyed to me that he knew that one day he would own his own pub. His parents ran hotels in New Zealand, which is where Gavin had his first taste of hospitality; he considered it inevitable he would one day have his own. Christina, on the other hand, has always loved food and cooking and dreamed of leaving the corporate world behind to do something in food, wine and tourism. Together, they are now the very proud owners of the pub.

How did an American and a New Zealander come to be together in South Australia to begin with? It all happened one summer

night 12 years ago at a Christmas Eve Party that Gavin and Christina attended. Their friends swear it wasn't a set up, but weren't surprised that the pair found much in common, in particular the wines they liked. I dare say this was where it all started. Within eight weeks of meeting they'd set up house together. The first sign that these two don't do things by halves!

Most recently, Gavin and Christina were living in Melbourne, where they were working in Product and Project Management. While Melbourne was fun and rewarding, they were keen to get home to South Australia. They started to look around the Fleurieu Peninsula, where they'd built a home, for business opportunities. Willunga and the heritage pub were a big attraction and represented something they could do together. With Gavin's strengths in sales and inventory, and Christina's background in service and operations, these two business minds were up for the challenge. They talked to John Langford and were delighted that the hotel was still for sale.

They took over the Old Bush Inn on



December 15th, 2014. Both Gavin and Christina knew taking over the pub heading into the peak holiday season would be a bit daunting, especially with the Tour Down Under just six weeks away. Getting some key improvements to plant and equipment underway, hiring a new head chef, revamping the website and social media, and launching a new menu and wine list with local McLaren Vale standouts have all contributed to their early success. If you're down South or heading that way, be sure to stop in at the Old Bush Inn, Willunga and say hello!

Welcome to The Watson

One of the newest members to the AHASIA is The Watson at Walkerville. I caught up with Emma Bedford, the Hotel Manager, for a coffee just to find out why she moved to Adelaide and gain some insight about the venue.

Firstly Emma has been in hospitality and hotel management for 11 years, the last twelve months at The Watson. Emma said she enjoys working with the Art Series Group and when the opportunity came up for her to do the opening of The Watson in Adelaide she was delighted, it was something she had always wanted to do. To get a better understanding in relation to The Watson and what it offers I asked Emma several questions

What did the redevelopment of this historic Walkerville building consist of and what does the property offer guests today?

The redevelopment consisted of a \$120-million extensive upgrade of the former Transport Department office building. The complex is now home to

350 people in 210 apartments and there are over 110 hotel suites and Art Series Residences. The 10 story block has now been professionally lit and underpinned with retail space, including the in house café/restaurant, the Local Grind. There is also a gym and 25-metre pool on level 2, which was built on the advice and knowledge of Olympic Gold Medallist Michael Klim.

Why did the Art Series Hotel Group decide to open their first hotel outside of Melbourne in Adelaide?

Adelaide is a thriving city with incredible cultural offerings including their world-class food and beverage scene and their rich artistic scene that is demonstrated not just in its galleries and theatres but also in its Park Lands where festivals of art, music, film and literature are enjoyed. Adelaide is continually attracting more and visitors and the Group were keen to be a part of this journey and evolution.

Tommy Watson, the hotels namesake artist, was also brought up near the



tri-state border of SA, WA and NT, so Adelaide was the perfect location for a hotel inspired by his work.

The Watson is conveniently located at Walkerville only minutes from the city and a short drive to the rich cultural and natural offerings of the surrounding areas including the Barossa Valley, McLaren Vale, the South Australian Art Gallery and Adelaide's rolling beaches. We encourage our guests to get out and about and enjoy all that the city has to offer.

AHAISA Corporate Sponsorship

The AHA|SA Corporate Sponsorship packages are very well structured to reflect the AHA|SA brand strength in South Australia and the associations influence and networking capacity. Corporate Sponsorship is an exclusive opportunity providing companies with many benefits. It provides businesses with outstanding opportunities to meet and network with key decision-makers in the hotel industry, and develop new business through the showcasing of products and services and increasing business profile.

The AHA|SA places great importance on recognising Corporate Sponsors and provides great support in return. Likewise, AHA|SA Member Hotels are enthusiastic in giving preference to Corporate Sponsors when searching for the right supplier to suit the needs of their business. With an emphasis on networking, there are many AHA|SA events during the year of which attendance is limited to only AHA|SA Members and sponsors.

In a highly competitive market, why not ensure that your

company's services or products have the best opportunity available through a Corporate Sponsorship package with the AHA|SA. The 2015 2016 Corporate Sponsorship benefits will commence from 1 July 2015.

For all enquiries contact Manager Events & Sponsorship, Lucy Randall lrandal@ahasa.asn.au 8100 2441.

"As a silver sponsor of the AHA|SA, we have access to contacts within the industry that we find invaluable. Not only does it enable us to meet and make contact with hoteliers in South Australia, but also other key industry representatives. This, along with regular communication from the AHA|SA itself, enables us to stay up to date with the critical issues facing hoteliers and gives us a competitive edge in being able to advise our clients in the industry. We view our sponsorship and resulting relationship with the AHA|SA as a valuable and extremely important part of our business."

Rick Basheer, Moore Stephens Accountants

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Tatts Group Grows Investment in AHAISA



After a long association with the South Australian branch of the Australian Hotels Association through its individual operating subsidiaries UBET (previously SA TAB), SA Lotteries and Bytecraft, Tatts Group was recently thrilled to grow its partnership with the Association by taking up a Platinum partnership. Tatts Group's Chief Executive Officer Robbie Cooke said Tatts' increased investment is in recognition of the key role that the association plays in not only advancing the interests of the hotels industry, but also its role as an advocate and champion for its key partners like UBET, SA Lotteries and Bytecraft.

"As Australia's largest and most established wagering, lotteries, gaming and technical services operator, with a history that goes back 134-years, Tatts Group strives to work with its key stakeholders in true partnerships. It is in that context that we are pleased to work so closely the Peter, Ian and the team at the AHA|SA.

"With the successful rollout of Lotteries SA on to Tatts' network and the recent launch of UBET (Tatts' new wagering offering), we look forward to continuing our close working relationship with our SA partners to ensure they are getting the most from our products and services," Mr Cooke said.

Tatts Group Background:

Formed in 2006 through a merger of Australia's oldest lottery operator, Tattersall's Limited and race wagering operator UNITAB – a company that has proudly operated the South Australian Totalisator Agency Board (TAB) since 2001, Tatts now owns and operates the TABs in Queensland, Northern Territory, South Australia and Tasmania as well as every state lottery in Australia with the exception of Western Australia. In addition, Tatts' technical services capability through Bytecraft means it has the capability and manpower to service even the most remote locations in the state.

With operations in every state and territory in Australia, New Zealand and the United Kingdom we directly employ more than 3,000 staff. Our global footprint of 10,000 lottery outlets, TABs, hotel and club based operations, and adult gaming parlors (UK) makes us a leader not just in Australia, but around the world.

Bytecraft: 8275 9700

SA Lotteries: 13 23 15

U Bet (formally SA TAB): 138 238

IGT

GTECH S.p.A. and International Game Technology have announced the completion of the combination of their businesses, creating a global leader in delivering innovative end-to-end solutions across the full spectrum of regulated gaming. The combined company's name is International Game Technology PLC ("IGT"). It is now trading on the New York Stock Exchange under the ticker symbol 'IGT'.

IGT is uniquely positioned to serve global commercial and government clients with innovative content, cutting-edge technology, and a suite of products that delivers exciting gaming experiences through every channel, including lotteries, gaming machines, social, mobile, and interactive.

IGT's customer base presents a powerful growth opportunity for the two highly complementary legacy businesses. IGT is the preferred gaming and lottery partner in more than 100 countries around the world with combined revenues of approximately \$6 billion.

"Regulated gaming clients across both the government and private sectors are seeking reliable, secure and innovative ways to increase revenue and drive profitability, and IGT is the trusted go-to partner in this space," said Marco Sala, CEO of IGT. "We will provide top performing content across multiple platforms enabling



players to experience their favorite games across all regulated segments and channels, all with our unwavering Customer First approach. With a truly global reach, we will share expertise and experience both geographically and across market segments. The combination of GTECH and IGT is a winning combination."

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Our Wine List: Matt Farmer

Hotel SA caught up with Matt Farmer of the Hotel Metropolitan, to discuss the thinking behind its outstanding wine menu, which remains “affordable and approachable”. A sample of Hotel Metropolitan’s wine list is below.

Who chooses the wines? Matt Farmer

What is the selection process? The wine selection process focuses on selecting firstly SA wines with a focus on covering major grape regions and then selecting what we consider to be the best value for money products from these regions.

Does your wine list have a ‘theme’ (eg. all South Australian etc)? Our wine list comprises what we consider to be signature grape varieties from the major wine districts of SA. If we find that interstate regions produce superior wine from a particular grape then we will include these on our list. For example, Tasmanian Pinot Noir – Dalrymple.

Do you have a wine philosophy? There is a wine out there for every palate. Explore and enjoy.

What is your personal favourite on your list and why? Charles Melton, Father in Law Shiraz. Consistently good.

What would you match that wine with on your menu? Rare cooked Kangaroo Fillet with bacon, pumpkin, red onion & rocket salad with sticky balsamic dressing

Are you seeing any trends among your diners with regards to wine consumption? We are finding younger persons experimenting



with wine. Labels such as ‘Some Young Punks’ and ‘Alpha Box & Dice’ are producing good quality/value wines with very funky labels which seems to be encouraging younger adults to experiment. A good thing we think.

Any other comments? Our wine list tries to reflect the enormous regional and varietal choices that our wine districts have to offer. We are mindful that we are a pub and not a wine bar and our list should therefore remain affordable and approachable to a broad demographic.

Sparkling Wine

Pebblestone NV Brut (SA)	6	25
Janzs Tasmania Premium Cuvée (<i>Pipers River TAS</i>)	9	40
Pol Roger NV Brut Champagne (<i>Epemay France</i>)		95
Bundaleer NV Sparkling Shiraz (<i>Southern Flinders SA</i>)	7.5	35

White Wine

Riesling		
2014 Pebblestone (SA)	6	24
2014 Jim Barry Watervale (<i>Clare Valley SA</i>)	7.5	30
2013 Seven Hill ‘Inigo’ (<i>Clare Valley SA</i>)		36
Sauvignon Blanc		
2014 Dog Ridge ‘The Pup’ (<i>McLaren Vale / Adelaide Hills SA</i>)	7	28
2014 Opawa (<i>Marlborough NZ</i>)	8.5	34
2013 Longview ‘The Whippet’ (<i>Adelaide Hills SA</i>)	9	36
2014 Hill-Smith Estate (<i>Eden Valley SA</i>)		45
Chardonnay		
2014 Wirra Wirra Unwooded Chardonnay (<i>McLaren Vale SA</i>)	7	28
2013 Yalumba ‘Organic’ Chardonnay (SA)	7.5	30
2012/13 Kooyong ‘Clonale’ (<i>Mornington Peninsula VIC</i>)		40

Red Wine

Pinot Noir		
2013 Trentham Estate (<i>Trentham Cliffs NSW</i>)	8.5	34
2013 Dalrymple (<i>Pipers River TAS</i>)		48
Merlot		
2014 Primo Estate Merlesco (<i>McLaren Vale SA</i>)	7.5	30
2009 Smith & Hooper (<i>Wrattonbully SA</i>)		45
Cabernet Sauvignon		
2011 d’Arenberg ‘High Trellis’ (<i>McLaren Vale SA</i>)	8	32
2012 Good Catholic Girl (<i>Clare Valley SA</i>)		40
2006 Geoff Merrill Reserve (<i>McLaren Vale SA</i>)		55
2008 Jim Barry ‘First Eleven’ (<i>Clare Valley SA</i>)		70
Shiraz		
2014 Dog Ridge ‘The Pup’ (<i>McLaren Vale SA</i>)	7	28
2013 Yalumba ‘Organic’ (SA)	7.5	30
2012 Charles Melton ‘Father In Law’ (<i>Barossa SA</i>)	9	36
2012 Tin Shed ‘Melting Pot’ (<i>Barossa Valley SA</i>)		40

Boutique hotel brings building back to life

By Patrick Keam

A high-end hotel has made itself at home on the corner of King William and Hindley Streets, bringing with it the return of the glamour of travel and an essence of grandeur in a historic building. Adelaide, meet the Mayfair.

81 years and 55 million dollars on from 1934 and the Colonial Life Mutual building has a new life. The remarkable structure on the corner of King William and Hindley Streets is now the home of the brand new Mayfair Hotel which is set to bring more high-end travellers to the city of churches. Comprising of 170 rooms, the hotel has become part of the revamped west end of the city and will also relieve some pressure on room availability in the busy March festival season. The Colonial Mutual Life building has had a rich history in Adelaide since its construction in 1934 and after being built it was the city's tallest building for 27 years until 1961. Among its unusual design features were early use of artificial stone, deeply pitched roman

tilled mansard roofs, an ornately detailed lift tower, parapeted facades and prominent gargoyles and flagpoles. Behind the new hotel is the Malaysian owned Adabco Group which has set its focus towards the high and international tourism markets. At the forefront of the project was Melbourne-based interior designers Bates Smart who carried out the look which they describe as reinstating "the glamour of travel to a grand historic building". "We believed that the structure's heritage should be respected and acknowledged throughout," says Interior Design Project Leader and Associate Director at Bates Smart, Erica Lienert. "The interior design concept was to infuse 1930's charm and to

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reinstate architectural order into the new, contemporary 170-room hotel.

“We wanted to create a boutique feel and something different for Adelaide.”

Grandeur is the overriding quality that you sense upon entrance, largely thanks to the striking black steel ribbon staircase which fills the void of the large atrium and makes for an impressive lobby. Chevron patterning from the external façade has been referenced in the interior joinery detailing, and metalwork from the original windows has been reflected throughout the steel balustrades and glazed partitions to the new triple-height atrium space.

Features such as these helped the blending of the historical and contemporary components that appear to be the hallmark of the Mayfair.

“The historical significance and heritage listing of the building’s facade was the key starting point for our approach to the interior design from the outset,” says Lienert.

“We believed that the finished hotel should be a seamless transition between the heritage facade and a contemporary interior.

“We achieved this by selecting a sophisticated base palette of neutral tones and natural materials and added colour, texture and pattern for the furnishings, textiles, joinery detailing, tiling and decorative lighting to bring the hotel to life.”

A number of room types are available from the superior queen to deluxe twin queen, deluxe king and the premium suite the Mayfair king, a variety of travellers and needs are catered for.

The Mayfair king suites feature all you could want in a modern hotel experience with a custom-designed, locally made king size bed, a writing desk and media hub, a separate lounge area with



flat screen TV, complementary artworks and beautiful free standing furniture pieces.

However for those with a taste for the high life, towards the top floors of the hotel we find the executive suites, complete with a private retreat, the Hennessey Lounge named after the original architects, father and son duo Hennessey, Hennessey and co. Gourmet breakfast, afternoon drinks, canapés and stunning panoramic views of Rundle Mall sweeping across the city to the Adelaide Hills are just some of the pleasures to take advantage of in the Hennessey Lounge.

In each of those 170 rooms the beds are custom made and built right here in Adelaide, and the local theme doesn't end there, Adelaide Marble has been used for concierge desks and guestroom table tops.

170 guestrooms and suites make up the hotel, which also features meeting and function rooms, a business centre, gym, restaurant, bar and café.

Heading the Mayfair's aptly named restaurant Mayflower is acclaimed chef Bethany Finn who is most notably known as the brains behind beloved former Adelaide establishment Urban Bistro. It will add further dining competition to the area which has experienced a resurgence in recent times as a result of the success of Peel Street, Jamie's Italian and Sean's Kitchen.

However unlike its close competitors, the Mayflower is taking a different approach and priding itself on reviving classic hotel cuisine. As you would expect, the menu oozes class and is beautifully presented further encapsulating the overall theme of the hotel and its maintained heritage. In many ways this is a return to the classic idea of fine dining.

Lobster bisque en Croûte, freshly shucked oysters with champagne mignonette dressing and a 600g Châteaubriand steak for two are just some of the items which reflect this premise.

Along with some more interesting offerings, such as the slipper lobster and leek fondue pithivier or the duck and tangerine pie, it makes for a tasteful and timeless menu.

The outside façade of the historic building remains but architects JPE Design Studio have added an eye-catching structure to the side, it is known as the 'jewel box'.

Although striking and comprehensively modern, the addition differentiates between the new and the old without compromising the integrity of the state heritage structure.

One of the Mayfair's biggest advantages over its competitors is undoubtedly its location.

Situated at the west end of the city, which has been revamped over the past few years, it is in a great spot to access the iconic Adelaide Oval, a multitude of pubs, clubs and restaurants and of course the shopping temptations of Rundle Mall.

It seems that the project has been well timed with the recent investment in the area through the Riverbank precinct and the upgrades to the nearby Casino and Convention Centre. It has been positioned well to take full advantage of this and will surely contribute to the rising prosperity of the area as well as benefit from it.

Despite the success that the Mayfair is predicted to receive, Lienert says it was a process that unquestionably came with its issues.

"There were ongoing obstacles working within the limitations of the existing structure and challenges were constantly being revealed for almost every discipline within the project team."

"One of the significant challenges for our design team was to produce a series of stand-alone furnishing components for the guest rooms that could be arranged within the many room types that are a product of this renovation whilst achieving the appearance of a bespoke design."

Nevertheless the issues that came with refurbishing a heritage



structure also brought with it the benefits of a unique hotel that has not been before in Adelaide.

“The lift cars certainly celebrate the new life of the building and add glamour with a sense of playfulness,” says Lienert.

“Multi-faceted bevelled mirrors with handmade patterned floor tiles reflect each other, and guests within, to create a visual infinity.

“Decorative, tactile and quirky hardware made from brass, bronze, timber, crystal and steel adorn all things grasped by guests including doors, joinery, guest room robes and mini bars.

“A luxurious executive lounge with the ambience of an exclusive club has been created within the top-floor’s exposed timber roof structure. The adjacent roof terraces provide the perfect setting for early-evening cocktails whilst watching the sunset over Adelaide.

“The Hotel also features bespoke items made by local craftsmen such as the metalwork balustrade to the stair void and the shimmering bronze screen to the executive lounge.”

Although it has been born into a building with significant history in Adelaide, the Mayfair is still the new kid on the block as far as city hotels go.

However given its appeal, location and sheer quality, don’t be surprised if this boutique hotel earns its on significance in the City of Churches.

“There were ongoing obstacles working within the limitations of the existing structure and challenges were constantly being revealed for almost every discipline within the project team.”



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Training news



Lisa Stewart with Workskil Mentor, Vonda completed the Workskil Indigenous Employment Program.



Joshua Togo with Workskil Mentor, Vonda completed the Workskil Indigenous Employment Program.



Eugene Costar- he recently completed HITsa's Strategic Employment Program and gained a position at the Avenues Tavern.

HITsa Industry Training (HITsa) HITsa is currently offering "job ready" hospitality training which can be accessed by businesses to ensure new employees have the skills to hit the ground running. Training in nationally recognised units includes responsible service of alcohol, serve food and beverage, prepare and serve espresso coffee, use hygienic practices for hospitality service and use

hygienic practices for food safety. A noteworthy project is a collaboration with Workskil Indigenous who are coordinating training and employment opportunities for Aboriginal and Torres Strait Islanders. This project provides industry job ready skills for jobseekers. Recently students graduated from the program which was held at HITsa's training facility in North Adelaide.

Olivia Muller, Executive Officer for HITsa, says "it's a wonderful journey for the students and also our staff and trainers at HITsa. We watch a group of very quiet and timid students grow and develop confidence over a very short period of time and the reward of seeing them gain employment is the greatest satisfaction as everyone's journey is unique." www.hitsa.com.au

New GM for Coca-Cola

Coca-Cola Amatil Limited (CCA) recently appointed Jarrad Mortimer to the role of General Manager South Australia & Northern Territory for its Australian Beverages business. Jarrad has worked in the Retail and FMCG Industry for over 20 years. His FMCG career started like most, as a Sales Representative and moved through state roles across varying divisions. State roles progressed into national roles and he spent 7 years in Melbourne prior to moving back to South Australia 5 years ago to start a family. Since then Jarrad has had State Management roles and joined the CCA

business in March 2014 managing CCA's Grocery and Regional channels. Jarrad previously worked at Cadbury, Kraft and Schweppes across every channel that the CCA business services. On a personal front, Jarrad is married to Kristy and has two gorgeous kids. A son Jagger, who is 2 years old and the family's newest addition, a little girl Henley, who was born in March. In his spare time Jarrad loves to travel, catch up with family and friends, good wine or a good Coors Beer or Canadian Club. He is an avid fan of all sports and a mad motorsport and Adelaide Crows fan.



Jarrad Mortimer

Redbank launches Fiano, Pinot Grigio, vintage sparkling

High country Victorian wine label Redbank has launched three new wines in its exclusive King Valley collection, including a vintage sparkling.

Unashamedly crafted with food in mind, the collection pays homage to the King Valley's Italian heritage in a contemporary style crafted by winemaker Teresa Heuzenroeder and sourced from vineyards between 360 and 860 metres above sea level.

Redbank Fiano and **Redbank Pinot Grigio** join the existing cool climate Italian-inspired white wines in the collection - Redbank Sunday Morning Pinot Gris and Redbank Prosecco – with all four wines line priced at under \$14 LUC.

Redbank Ellora Vintage Chardonnay Pinot Noir is a premium vintage sparkling wine, bottle fermented and sourced from three of Victoria's highest vineyards.

The wine was named in reference to the location of these vineyards – Ellora is a Hindi name meaning cloud – and provides consumers with an elevated offering to complement the much

loved Redbank Emily Chardonnay Pinot Noir Brut Cuvée NV.

To celebrate these releases, each wine in the collection has been given a facelift with sophisticated new label designs that capture key brand cues of premium, cool climate, high altitude wines.

"Wines of Italian origin excel in the vineyards surrounding the tiny hamlets of Whitfield and Myrrhee," Teresa said.

"These are wines made to prepare your mouth for a flavoursome and fulfilling meal. They enliven the palate, allowing the flavours of your meal to truly shine."

Redbank sources its wines from several family growers located throughout the King Valley, as well as its own Myrrhee Ridge Vineyard, located 700 metres above sea level.

Redbank is distributed nationally by fine wine shippers *Negociants Australia*. The wines are all available now through your local *Negociants Australia* area manager or by phoning 08 8112 4212.



Return of the Dread

Winter is coming and they have been busy at Little Creatures tinkering with a beer based on an old favourite that will help you through the cooler months. Return of the Dread is their first-ever seasonal release; a Domestic Extra Stout now available on tap and in pack. Well-known for producing short-run batches of beer, their brewers wanted a new challenge and so set out to create a serious brew that would last the entire winter. For the first seasonal release, we couldn't resist playing with one of their first Single Batches; **The Dreadnought**.

Always ones to break the mould, their brewers took inspiration from the old favourite and developed the recipe into their own style of beer. With six speciality roasted malts coupled with their classic pale malt and a good dose of Fuggles hops thrown into the mix, **Return of the Dread** is a dark, black, formidable yet smooth stout, balanced with a pronounced bitterness.

Little Creatures Fremantle Head Brewer, Russell Gosling said: "This is a much loved-style amongst Little Creatures and as each winter passed since the release of that original Single Batch, the brewers would indulge in some collective (somewhat tearful)

reminiscing. This year, we said enough is enough; it's time for Return of the Dread.

"Return of the Dread is a most wonderful beer indeed. An exceptional stout with well-balanced flavours, the perfect marriage of dark malts and Fuggles hops is harmony in a glass."

Return of the Dread features aromas of chocolate, vanilla and liquorice, with a sweet and slightly bitter taste that's very long in length. The palate is velvety with a medium-to-full body.

Return of the Dread will be available for the next three months, so head to any good beer outlet to try it on tap or in pack while it's back. Following the winter release, seasonal beers will become a permanent feature on the Little Creatures calendar, with a summer edition set for release later this year.





Are you ready for the Return To Work Act 2014?

As most South Australian hoteliers and publicans would be aware, on 1 July 2015 the state will welcome the introduction of the Return To Work Act 2014 - the most significant service reform to the South Australian scheme in the past 25 years.

The new Scheme represents a fundamental shift from the previous scheme, in that it will:

- Focus on delivering early intervention initiatives and services to employers and injured workers
- Implement a simpler premium system for all registered employers
- Provide a fleet of mobile claims specialists, who will visit workplaces, meet with employers, injured workers and medical providers to provide injury management support and increased return to work focus and assistance

Hoteliers and publicans to enjoy reduced premiums

South Australian employers have long been burdened with the highest average industry rates and premiums in Australia. Under the new Scheme, employers will enjoy a premium reduction, with average 2015/16 premium rates dropping from 2.75% to 1.9% (plus WHS) - representing the lowest average premium rate in the scheme's history. Employers will also enjoy an upfront premium discount on base premium calculations and maximum premium caps directly related to an employer's size.

The new scheme will cap non-seriously injured worker income support payments; while seriously injured workers will be provided with lifetime income, medical support, rehabilitation and return to work activities, where able.

A speedy return to work the best thing for both injured workers and employers

To support Scheme reforms, all South Australian businesses with 30 or more workers must have an accredited Return To Work Coordinator.

These Return To Work Coordinators play a key role in supporting injured workers remain at or return to work. They will be responsible for:

- Monitoring and managing injured worker recovery and return to work progress
- Liaising with medical and return to work professionals
- Implementing action to prevent the occurrence of further injuries

"Employers Mutual has always been a strong advocate of injured workers returning to work during recovery, as it is a crucial step in helping them get their lives back," stated Employers Mutual South Australia General Manager Declan Collins, "This approach is supported by The Royal Australasian College of Physicians, who advocate work is generally good for health and wellbeing, and that long term work absence, work disability and unemployment can have a negative impact.¹"

At Employers Mutual, we're experts in managing scheme reform. We're here to help our members through the upcoming scheme transition and into a new positive era of South Australian workers compensation

South Australian workers compensation support now mobile

As part of the scheme's customised service approach, a fleet of mobile claims specialists provide employers and injured workers with face to face engagement, early intervention and prompt decision making to ensure injured workers receive the treatment and support required for a sustainable recovery and return to work.

"Our mobile claims specialists will be the primary contact overseeing the return to work process. They will work collaboratively with injured workers, employers and doctors to provide on the spot decisions and approvals for specialist support services," said Collins, "While our mobile team are trained specialists, they're also locals. They understand the regional challenges employers and injured workers face, and know the local network of medical professionals and specialised services providers available."

Education regarding upcoming scheme changes key

"It's crucial South Australian employers understand imminent scheme reform changes; as their responsibilities and obligations to employees are increasing," stated Collins, "Employers need to invest in WHS education and practices to increase workplace safety now. As in the long term, this will provide the most financial benefit. At Employers Mutual, we're experts in managing scheme reform. We're here to help our members through the upcoming scheme transition and into a new positive era of South Australian workers compensation."

For more information about how Employers Mutual can help you manage scheme reform, contact:

Employers Mutual
Client Services
T: 08 8127 1400
E: c.services@employersmutualsa.com.au

¹Employers Mutual is a member of The Health Benefits of Work Signatory Steering Group (HBOW), hosted by the Australasian Faculty of Occupational and Environmental Medicine, Royal Australasian College of Physicians - www.racp.edu.au/page/afocem-health-benefits-of-work



Center for Hospitality Research

Cornell Study Supports Strategic Price Positioning

A ten-year study of pricing and revenues in over 4,000 hotels finds that pricing strategy drives revenue, when hotels are compared to their competitive set.

The study, published by the Center for Hospitality Research (CHR), found that hotels that maintained average daily room rates (ADR) somewhat higher than the hotels in their competitive set recorded consistently higher revenue per available room (RevPAR), again compared with their competitor hotels.

The study, “Competitive Hotel Pricing in Europe: An Exploration of Strategic Positioning,” by Cathy Enz, Linda Canina, and Jean-Pierre van der Rest, is available at no charge from the CHR, at the Cornell University School of Hotel Administration (SHA).

The price positioning effect was stronger for branded hotels but was also found in independent properties. Additionally, contrary to the findings of a study of U.S. hotels, maintaining a consistent relative price over time (as compared to having a fluctuating price) did not significantly affect revenue performance for these European hotels, controlling for hotel type and location.

“Although this study does not directly measure price elasticity, our data support numerous other studies that have demonstrated the

importance of pricing as a strategic positioning mechanism,” said Enz, who is the Lewis G. Schaeneman, Jr. Professor of Innovation and Dynamic Management at the SHA. “In this study we see the importance of strategic positioning in European hotels, just as we have seen it in U.S. properties. This does not rule out tactical pricing moves recommended by revenue management, but it argues for an overall focus on the pricing strategy. We just do not find support for a reactive pricing approach.”

Canina, an associate professor of finance at the SHA, added: “Hotels that offered prices lower than their competitive set did see stronger relative occupancy, as one might expect. However, higher occupancy percentages did not make up for the relatively lower ADR. That is the reason that hotels with relatively lower pricing also saw RevPAR lower than their competitors.”

“Our study included 37 European nations, and so we particularly focused on hotels in the Netherlands to see whether this price positioning held true in just one country,” said van der Rest, who is professor of strategic pricing and revenue management at Hotelschool The Hague. “In part, we chose the Netherlands because the hotels in that country had the highest occupancy percentages in this sample. We also found that the price positioning effect held true for properties located there.”

Gaming CARE

The Hotels Responsible
Gambling Early
Intervention Agency



Gaming Care is the Hotels Responsible Gambling Early Intervention Agency, and is an initiative of the AHA|SA. Gaming Care is a recognised industry body, and its role is to assist venues with compliance and to minimise the harm caused by problematic gambling behaviour in all South Australian Hotels with gaming machines. Gaming Care achieves this by working with venue staff, Gambling Help Services and other relevant Government and Non Government Community Service organisations.

Some of our duties include:

- ✓ Assisting gaming licensees, managers and gaming staff in the early identification of, and support for patrons who may be at risk of or experiencing difficulties with their gambling behaviour.

- ✓ Assisting in developing and promoting initiatives, programs and venue policies designed to address early identification of problematic gambling behaviour.
- ✓ Providing practical assistance to managers and staff in relation to compliance with regulatory Responsible Gambling and Advertising Codes of Practice.
- ✓ Undertaking audits to assist gaming venues comply with the regulatory codes of practice with a particular focus on patron intervention.

Gaming Care has developed a **Responsible Gambling Document** to assist venues to implement and comply with a range of regulatory requirements.

For any assistance or information, please contact Gaming Care and ask to speak with your local Gaming Care Officer.

Telephone: 08 8100 2499

Facsimile: 08 8232 4979

Email: information@gamingcare.org.au

4th Floor AHA|SA House

60 Hindmarsh Square

Adelaide SA 5000



Jason Baily

Lion BSW

Regional Director SA/NT

When did you join your current employer?

I joined Lion in 2003 from our family business, Baily & Baily Liquor Stores. Beginning my journey at Lion as a Key Account Manager before moving into the role of Regional Sales Manager I was then fortunate enough to look after our Precinct Sales team before then moving into the role of Field Sales Manager.

We moved to Sydney in 2008 with Lion where I was National Business Manager – WWL for 3 years, eventually returning to SA where now I am Regional Director SA/NT.

Tell us about your company:

Lion is a leading beverage and food company with a portfolio that includes many of Australia and New Zealand's favourite brands.

We employ close to 8,000 people across Australia and New Zealand predominantly and take great pride in our local manufacturing footprint across the Tasman, which spans over 40 sites – including large breweries, craft breweries, wineries, distilleries, dairy farms, milk, cheese, yoghurt and juice sites as well as venues and over 40 Liquor King Retail outlets in New Zealand.

Lion's SA brewing operations have been an integral component of the SA community for more than 150 years. Our landmark brewery and iconic brands West End and Southwark are part of the cultural and economic heritage of the state – to this day, West End Draught accounts for close to one in every six beers consumed locally and is the No 1 beer brand in South Australia.

We are close to completing over \$80m investment in the Brewery at Thebarton increasing production to more than 130 million litres and providing a boost to local transport, agriculture and construction industries as well as additional full-time employment.

Our beer brands are also huge supporters of local groups including the SA National Football League, Amateur and community football leagues, SA Cricket Association, SACA – Redbacks, Strikers and associated cricket clubs and the SA Jockey Club.

In addition to these sponsorships, we are proud to continue local traditions that have been a part of the community for half a century, such as the Christmas Riverbank Display (since 1959) and the West

End Chimney unveiling for the SANFL Premiership teams (since 1954).

The West End Community Fund, which has been in operation for many years, was formed to manage funds raised through sales of water from the West End Water Fountain. The aim of the Fund is to support local SA charities. We announced this year that we have raised more than \$2 million since 2002.

How do you occupy your time outside of work?

I enjoy spending time with my family, running around after three girls keeps Sarah and I very busy and we enjoy every minute of it. I'm also keen on watching some footy or cricket at Adelaide Oval and a passionate (though irregular) member of social touch footy team, the mighty Gutsiders!

There is nothing I enjoy more than a BBQ and a few frothies with family and friends on a Sunday afternoon.

What is something that most wouldn't know about you?

Many years ago, in my first game of Under 19's footy for Sturt I played on Nathan Buckley. After Bucks picking up a tidy 47 possessions for the day I am confident I contributed to kick starting his career!!

Where is your favourite holiday destination?

New York City. I went with my wife Sarah for her birthday in 2012 and we absolutely loved it. It's a city of high energy and endless diversity. I would love to go back there with the girls and show them one of the great cities of the world.

If you could ask any three people in the world around for dinner who would they be and why?

Steve Jobs

Don't you just love the Apple story? The way the organisation re-invented itself to become the legend it is today – a great example of courage and self-belief

Michael Jordan

A childhood hero who thrived on performing under pressure – how many shots did he hit in the dying seconds of a game to get the Bulls the points!

David Hookes

A great South Aussie who was taken too early & if he could come around then his old mates Boof, Les & Jumbo would be sure to show up and the West End would be flowing.

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Heads ûp

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Creating a mentally healthy workplace

Almost half of all Australians will be affected by a mental health disorder at some stage in their lifetime. Despite this statistic the stigma surrounding mental health disorders, particularly anxiety and depression, remains. Whilst most people may only suffer a short term disorder, it is important to raise the awareness of mental illness so people can obtain the help and support they require. This reduces the chance of the issue developing into a long term problem of which the consequences can often be dire. It is only through increasing the awareness and prevalence of mental health issues that this stigma can be reduced. As most people spend a large amount of their time at work, the workplace can have a huge impact on a persons mental health.

What is mental illness?

Mental illness does not discriminate, anyone may be susceptible to succumbing to such illness at any time. Certain factors may influence a persons likelihood of developing an illness such as genetics, personality type, biological factors, substance abuse or a stressful situation or event. The most common forms of mental illness are anxiety and depression. Whilst separate they can occur simultaneously. Anxiety that is not properly managed has the potential to develop into a form of depression.

It can often be difficult to determine whether a person is suffering from anxiety or general everyday life stresses. A person suffering from anxiety may avoid workplace activities, become overwhelmed or upset at the drop of a hat or be in a constant state of worry. Signs of depression on the other hand must occur for at least two weeks and include a lack of interest and motivation in everyday activities or generally feeling miserable. It is important that a person who thinks they may be suffering from a mental illness obtains a proper diagnosis.

Workplace Risk Factors

It is not the workplace itself that creates a mental illness. However, an event or other factor at work may be a contributing factor. Whilst an event such as an Armed Holdup or witnessing a traumatic event may be clearly identifiable as a potential contributing factor, others are less visible. Other factors that may incite workplace stress which may lead to anxiety or depression, can include unreasonable work demands, lack of support from management, undefined or unclear roles or poorly managed workplace change, these are only a few examples.

Why and how to manage workplace risks

It is estimated that 6 million working days are lost each year due to mental illness. Whilst mental illness may not be as visible as a broken leg, the flu or some other illnesses, it can have the same impacts in terms of an employee requiring extended or frequent periods of personal leave. The long term flow on effects from this may include decreased workplace productivity, high staff turnover or reduced employee performance, all of which have an impact on your businesses profitability. The benefits of creating a mentally healthy workplace should therefore be evident.

The benefits that come from creating a mentally healthy workplace flow through to all levels and areas of a business. If an individual is happier and healthier, they have fewer sick days and are likely to stay at a workplace longer. An organisation is able to keep good staff resulting in improved morale and lower staff turnover. If staff are happy at work this will flow through to customers who have a better experience at your venue resulting in increased revenues and profits for your business. It also means an employer is better able to meet the various legislative obligations which must be complied with, such as work health and safety.

Creating a mentally healthy workplace does not need to be difficult. In fact most of the things which can be done are general human resource practices, such as communicating with staff, ensuring policies and procedures are in place and consistently enforced and ensuring adequate position descriptions and training are provided. In addition employers need to ensure that work demands are not too great and the person has the skills and abilities that are required to complete the tasks and duties that are expected of them. For example, an employee may have been promoted to a managerial or supervisory position due to their excellent performance in a lower level role. However as good as that employee may be, they may find the extra responsibility overwhelming either due to their personality or a lack of adequate skills required in a supervisory role. Whilst further training may assist, it may be that such a role is not suited to that employee and they return to their pre-promotion position. Alternatively other adjustments to the role may be able to be made whether temporarily or permanently. Not properly managed, such a situation could be a trigger for the development or aggravation of a mental illness.

A problem that is often faced when it comes to an employee with a mental illness is how to performance manage them. There is a fear that any such action may negatively impact on their state of mind. However, mental illness is no excuse to not performance manage. The same disciplinary process should be applied across the business to all employees. Treating one employee differently to others may have an impact on the mental health of others. Managing workplace risks also makes sense from a legal perspective. Under work health and safety legislation employers have a duty to ensure that they provide a safe workplace. This is not just safe from physical injuries but also potential mental injuries. That being said, it is not only the employer that has a duty under work health and safety legislation, so too does the worker. They have a duty to take reasonable care not only of their own safety but also for the safety of others. This means if they know they have an illness which is having an impact on their ability to adhere to this duty they are required to advise the employer so that adequate steps can be taken to address the issues. But this does not mean the employer can then advertise to all employees

that someone has a mental illness. Under privacy legislation such information, as with any other illness or matter, must be kept private.

Support is the key

To address and effectively manage issues of mental health in the workplace there needs to be a collaborative approach between employers and employees. The key to treating a mental illness is support. However, before support can be obtained the person affected needs to understand that they may have a problem. By talking about mental health issues in the workplace, it not only raises the awareness of the commonality of such issues but it helps those who may be affected understand that they may in fact have a mental illness and therefore require further support. It allows people experiencing an issue to know that they are not alone and that support is available both from the workplace as well as from external services trained to deal with mental health issues.

Mental illness remains a sensitive topic. People often feel uncomfortable speaking about it. But this does not mean nothing can be done, there are other ways in which support can be provided. Simple things can play just as great a part. This may include placing posters on noticeboards with contact details for support services such as Beyond Blue. A person suffering a mental illness may feel embarrassed to ask for help, however they may write down a number where they can do so in private.

Where can employers and employees obtain support and advice?

The Heads Up program has been developed by Beyond Blue and is aimed at increasing the awareness of mental health issues in the workplace. By increasing awareness it is hoped that people will begin to feel comfortable in talking about their illness and taking the steps required to get help. Employers and employees can find more information as well as links to some useful tools and information at www.indst.headsup.org.au. Alternatively AHA|SA Members can contact the HR/IR Team for further information.

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Cause for optimism

Ian Horne – AHA|SA General Manager



There has been cause for cautious optimism around two long overdue, common sense amendments to liquor licencing legislation which are underway.

The first is the removal of ban on drinking while standing outside some licensed premises. Hoteliers have long known this to be a ridiculous condition which simply penalises the licensee if a patron has the gall to linger, or pause and socialise, while standing with a drink in hand in some outdoor areas. After a nine month trial in some sections of the CBD the government was suitably satisfied that the sky wasn't falling in and has announced that the bans can be lifted on other premises.

This is a win for common sense and licensees can now apply to have this ban lifted, with a reduced fee of \$111 (usually \$518).

Applications will be considered case by case.

Also very pleasing is the decision to remove the need for separate entertainment consent for licensees who wish to have entertainment before midnight. In a State which has vibrancy high on its agenda it is absolutely crucial that hotels, who contribute 76% of receipts for APRA, are allowed to support and encourage live music. While we would dearly love to have the need for entertainment consent to be removed for all entertainment at any time we welcome this as a first step and hope to see it expanded wherever possible.

The live music industry is vital, for licensed premises, for performers, for that much sought after vibrancy and for all the associated industries that it supports. The hospitality sector understands this and we know already of some venues that plan to consider more local music as a result of these changes.

It is a great step but it's not the only change needed for live music to be given its best shot in SA. Without the necessary support by local governments through their planning agencies these changes could be simply replaced with the application of new planning or noise conditions on licensees. It would be pointless to remove one level of restraint just to replace it with another.

The AHA has also been talking with its members about the impending ban on smoking in all outdoor dining areas. This ban commences on 1 July 2016, in a little over twelve months, and we have been pushing the State Government to ensure that it has its

regulations finalised at least by 1 July 2015 to allow hotels time to decide exactly how they will apply the rules. In each and every conversation with them we have pushed that although reluctantly accepting the inevitability of this ban it is absolutely critical that each venue is able to decide how it will be implemented, based on their businesses, their locations and their patrons. Definitions of 'meals' should not include pre-packaged products such as chips or nuts and drinking only arrangements should include all drinks, including coffee, soft drinks, water etc.

On the gaming machine front \$5 bets commence 1 January 2017 - only eighteen months away and venues need to be planning for these changes now. Some older machines will be obsolete and will need to be replaced, others will need a simple game change or denomination change and many existing machines are already capable of \$5 bets.

Finally, very delighted to see AHA President, and one of Australia's best-known hoteliers, our own Peter Hurley awarded 'Champion of Entrepreneurship' in the prestigious Ernst & Young Entrepreneur of the Year Awards.

After starting as a bank clerk and now with 40 years in hospitality, Peter's entrepreneurial success is embodied in far more than this Award. His successes have resulted in literally thousands of jobs being created and careers enjoyed over nearly four decades, employment that has also been a spring board for others to learn from and emulate Peter's success.

Peter's efforts have generated many hundreds of millions in taxation that has been spent by governments of all persuasions on sustaining communities while his entrepreneurial endeavour has enabled a multitude of contractors and suppliers the opportunity to also share in the accumulated prosperity that comes from successful enterprise.

Along the way his entrepreneurial pursuits have kitted out many hundreds of netball and football teams, provided countless prizes for parents and friends quiz nights, enable hundreds and hundreds of charities, service clubs, community groups to meet, generate income and pursue their ambitions.

This award is truly an outstanding acknowledgement of a very productive life and we congratulate him whole-heartedly.

SA Hospitality Show

Adelaide Entertainment Centre, Theatre
Wednesday 14th October

Exhibitors will include;

- Beverages – Alcoholic & Non-Alcoholic Beverages including Coffee
- Food Service & Kitchen Equipment
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Including;

- SA Pub Burger Challenge Final Cook Off
- Beverage and Food Master Classes
- Social Media Information Sessions
- Networking event



Pre-registration will be provided to all AHA|SA, Restaurant and Catering (SA) and Licensed Clubs SA (LCA) members. For all enquiries:

EXHIBITING & REGISTRATION

Jarred Styles – Turnstyles Exhibitions & Events
E jarred@turnstyles.com.au T 08 8299 9100

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Lucy Randall – AHA|SA
E lrandall@ahasa.asn.au T 08 8100 2441 W www.ahasa.asn.au

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Austrian Hotels Association (SA)

HOSPITALITY SHOW

Wed 14th October 2015

Adelaide Entertainment Centre, Port Road, Hindmarsh



aha|sa
Austrian Hotels Association (SA)

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