

Hotel SA

The Official Publication of THE AUSTRALIAN HOTELS ASSOCIATION (SA branch) February/March 2017

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Stand still and get left behind. That's the message for all businesses in today's environment and one that is particularly true for South Australian hotels.

FOOD TRENDS TO WATCH OUT FOR 30

January sees food experts gaze into their crystal balls (or computer data) to see key trends in food tastes.

SA HOTEL GROUPS GET BEHIND U.G.L.Y. 38

Over the past three years there has been a significant increase in independent venues and Hotel Groups embracing U.G.L.Y. Bartender of the Year as their nominated charity activity to support.

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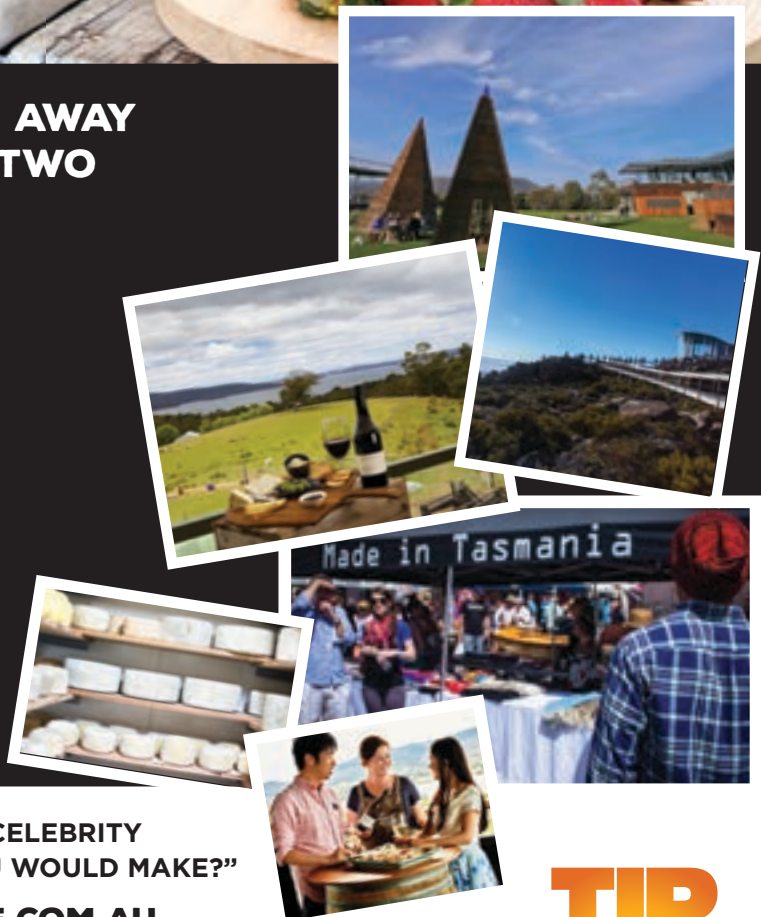
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FROM THE PRESIDENT

PETER HURLEY AO – AHA|SA PRESIDENT

UNDUE INFLUENCE

The AHA|SA is politically agnostic and our main desire is for fair and stable government, which in reality can only be delivered by the major parties.

Let's not forget the constipated years of the Gillard Government where the Government spent three years arm wrestling with independents to avoid the undertakings made to Andrew Wilkie to secure his support to form government. This included a Carbon Tax, even though before the election Prime Minister Gillard had promised her government would not introduce such an impost.

We are seeing more and more examples of the undue influence of minorities. It is in the best interests of our state and our industry for either major party to govern in their own right.

POWER RELIABILITY AND PRICING

I have used this column, for several years to beat the drum about electricity and the way hikes in pricing are killing business in our state.

While SA suffers through a summer of blackouts, we are mocked by the rest of the nation and politicians, we are faced with a twofold problem.

First, individual members are now seriously having to consider investing in backup power. When there is a blackout – or should I say *another* blackout – we look with envy at our colleagues who already have a back up in place.

I can't help think that it is a waste of resources that we are forced to take this decision to achieve security of power. Backup power in a prolonged outage will keep a hotel operational – but not fully operational. Then there are considerations such as buying top up fuel, which was impossible in Port Lincoln when there was no electricity to operate the pumps.

My clear message to our State and Federal politicians is that backup power is not the solution. Reliability is the solution.

The second issue with energy is that as a member reaches the sunset of an 'exotic' energy contract, the renewal contracts are typically 100% more expensive. This is a significant cost that we cannot pass on to consumers, so there is no way to recover it.

If Government wants business to thrive, it's time to fix this problem once and for all.

As a footnote, recently I drove past the largest wind farm in the southern hemisphere, located near Millicent, and not a single blade was turning and not a single employee was in sight. So where are the jobs?

LIQUOR LICENSING REVIEW

Again I praise the State Government for the process underpinning the Liquor Licensing Review, both at the departmental and government level.

However, I reiterate that we remain nervous about recommendations for risk-based licence fees. When a small country pub has to pay more than a thriving, packed-to-the-rafters inner-city small bar, there is something terribly wrong.

We will continue to work for the industry to achieve a sensible outcome.

DEVALUATION RATIOS

After the excesses of the 1980s, it was understandable that the finance and banking sector had to make its loan to valuation ratios more stringent.

When we lived through the inflation of the '70s and '80s, it was never a problem. Values rose with inflation.

However, for the last 10 years we have had to learn to live with no inflation, which is a problem because without inflation and non-recoverable expenses rising while on-premise consumption declines, it makes many members fearful of a bank review of their loan.

It is time for a review.

Peter Hurley
AHA|SA President

2017: THE CHALLENGES AND OPPORTUNITIES

IAN HORNE – AHA|SA GENERAL MANAGER



SA STATE ELECTION MARCH 2018



There can be no doubt that the next State election outcome will be crucial in determining the State's economic and therefore social wellbeing for the next decade and beyond.

One prominent populist and independent is already flexing his party muscle in SA. His party platform is to do great damage to gaming, \$1 max bets, mandatory pre-commitment regimes, bans on ATM & EFTPOS facilities, removal of EGMs and much more.

Despite those threats the AHA on behalf of members (and the Industry generally) will always work with both major parties to ensure their policies are not damaging but actually pro industry!

PRO-INDUSTRY POLICIES

Bentleys SA in their Industry analysis in late 2016 state that a reduction of just 5% in revenue across the State's hotels will mean 683 lost jobs.

Twenty percent will mean 2,733 more people out of work and \$5m less to government in payroll tax alone. Add to this a flow-on negative impact to the economy via associated food and beverage industries and Gross State Product. But it's not all bad news. The numbers work the other way - cut red tape, make it easier for hotels to do business, reduce business costs, fees and charges and encourage people to enjoy and visit South Australia's hotels, see a gig, eat fine food, share a drink and even the smallest increase in revenue of 5% will mean hundreds of additional jobs.

Pro-industry policies and an increase in revenue of only 15% would mean the creation of 2,049 jobs, which is more than Holden's losses.

Influencing both major parties on the obvious economic advantage of stimulating the Hotel sector is a core strategy for 2017.

POWER PRICES A SERIOUS ISSUE

Once again, the AHA|SA is putting on record its concern about power prices in South Australia. They are out of control.

The AHA|SA is raising this issue time and again, meeting with Ministers, lobbying opposition MPs and expressing to Government the growing discontent from our members, other businesses and from the general public.

Power prices continue to rise with no connection to the inflation rate and various commentators are suggesting worse to come with no end in sight.

AHA|SA has busted the myth to politicians that Hotels can simply pass the cost on to consumers. There is zero ability to pass on such increases in food and beverage.

While in theory members could slightly raise room rates the reality is very different. Accommodation today is governed by dynamic pricing, which means accommodation providers are subject to market pressures. We can't raise prices when everyone around us is reducing theirs.

Power has now become a debilitating burden on business, an investment barrier and a jobs killer.

This is one of the major challenges for this State. The AHA|SA is working with the State Treasurer through the latter part of 2016 and into 2017 to find relief. This is a HIGH priority for the AHA|SA.

LIQUOR LICENSING REVIEW CONCERNS IN 2017

The AHA|SA has achieved significant back down on a majority of the draconian proposals within the Anderson Review recommendations. These included:

- Additional licence fees based on breaches relating to minors or serving intoxicated persons (\$7,000 per offence) - dropped.
- Creation of an offence if an intoxicated person enters or remains on premises - dropped.
- Liability for landlords if a licensee is found guilty of an offence - dropped.
- Removal of the defence currently available to staff who serve a minor or an intoxicated person (currently staff are able to rely on them forming a reasonable belief that the person was not a minor or not intoxicated) - dropped.

However there remain three recommendations that we will focus on during the debates of Parliament in the first half of 2017.

They are:

RECOMMENDATION FOR RISK BASED LICENSING FEES IN SOUTH AUSTRALIA

- The Governments justification seems to be based on interstate comparisons. QLD, NSW, ACT & Victoria all have versions of risk based fee structures.
- The Anderson Review assumes that certain types of licences are more 'risk' than others. No discussion or evidence is put forward to substantiate these assumptions.
- No effort was made by the Anderson Review to validate the cost of regulation and who in addition to retailers should contribute.
- Western Australia and Tasmania have fixed fees.
- It's seen as a tax grab interstate and will be here. It's a tax grab as it is in the eastern jurisdictions.
- SA Hospitality is in no position to pay with stagnant growth, massive power cost increases and the continuing proliferation of licenses.

SAPOL TO HAVE POWER TO BREATH TEST THE RPS (RESPONSIBLE PERSONS) AND LICENSEES FOR ZERO BAC

- This recommendation is a bureaucratic interference that increases red tape, obligation and leave staff vulnerable to prosecution.
- This is a SAPOL ambition yet no supporting evidence has been forthcoming that there is in fact an issue - it took 14 months to release the report.
- The Cellar door licensee will be in breach if he samples his wine when interacting with customers and tourists.
- When Police have power to randomly breathe test other Police, the local GPs, the family Chemists and MPs, we may be more sympathetic.

COMMUNITY IMPACT & PUBLIC INTEREST TEST (REPLACES NEEDS TEST) & THE NEW 'ON' LICENCE

- Our fear is a watered down community impact and public interest test will lead to a proliferation of packaged liquor stores (almost exclusively supermarket based) and more large bars (new On licence – not small venue license). This will be at the expense of the Independent bottle-shops and hotels with packaged liquor.
- Commitments have been given to consult but proliferation is inevitable based on interstate experience and limited 'intervention' rights.
- New 'On' Licence is effectively a pub without a bottle shop or gaming.

This bill as it stands will definitely increase supply (more venues) yet does nothing to increase demand.

Small Venues in the suburbs will be irrelevant because 'big bars' will be easier to get. But what else was expected from this review?

There has been no effort to determine the economic impact of these changes. This 'reform' is largely seen as 'being seen to do something' because the Hotel Industry will potentially be much worse off and even more vulnerable to the power of Supermarket and undermined by the proliferation of 'On' license that really should be called Taverns or Bars.

In an economic and business environment where population is near stagnant, unemployment the highest in Australia and consumer confidence increasingly fragile the parliamentary debate on liquor laws is a 'Big Ticket' item in 2017.

POPULATION GROWTH

A major stumbling block for the State is our dismal population growth. This is a key to long term prosperity and economic capacity. The following 2015 ABS statistics show the size of the challenge.

Greater Adelaide population: 1,316,800 (2015)

Regional SA: 386,000

Observations:

- based on 2015 statistics and ignoring the compounding effect of population growth, Victoria will generate the equivalent of an entire greater Adelaide in population terms in less than 12 years i.e. +109,800 (Victoria) verses +11,2000 (SA)
- SA growth was half the national average and nearly a third of Victoria's.
- SA now makes up 7.11% of the total Australian population

The AHA|SA is advocating that the State Government focus on strategies that will dramatically increase the population base of the State before any further 'reforms' that undermine existing businesses are implemented. That simply means treat SA carefully because irreparable damage to business investment and capacity to employ will be the consequence.



Ian Horne

Ian Horne
AHA|SA General Manager

SMITHY'S SHOUT AND ABOUT



PETER O'SHAUGHNESSY'S RETIREMENT FROM LIGC

This is actually Peter's second retirement - his first was from the hotel industry back in 2011.

Peter has done so much for the hotel industry. All the oldies will remember the Manco deal in 1994 - Peter was heavily involved with this. He also had 15 different hotels, some of which were with his business partner Roy Temple and the Temple Family. The last hotel he ran with his wife Elaine was the Hotel Victor not that long ago.

Now to his second retirement and a chance to sit back and relax, although knowing Peter that won't be the case. For a guy that's had numerous operations on his ankles and knees he still gets around amazingly well, albeit with a small limp.

Peter has officially retired from the Liquor Industry Golf Club after 27 years of service.

Peter was the Secretary/Treasurer during that time and also the driving force behind the S.A. participation in the Jonnie Walker Cup interstate Golf Tournament as well as an active Committeeman for the Annual Liquor Industry Charity Golf Day.

He is a life member of:

- Liquor Industry Golf Club
- Victor Harbor Golf Club
- Golf SA- Southern Group
- Beef Steak & Burgundy Club Inc
- Johnnie Walker Australia Cup

Peter, you are one of the greats of the hospitality industry and golf fraternity. You get the last word.

This is Peter's speech on Captains Day 2016:

With some sadness, but with also with some satisfaction, this Captain's Day brings an end to my some twenty seven years as Secretary / Treasurer of this wonderful club.

I wish to put on paper, my appreciation to the following, for making my tenure both enjoyable and fulfilling.

First of all, Peter Bohnsack, for the last twelve years, not only supporting both the Club and myself, but really doing most of the hard work.

Also my friends, Dennis Wilden and Peter Forster who have been very generous with their time and support.

To all the Captains over the trip.

Greg Erwin (Vale), Mike Hendricks, Terry Sullivan, Cliff Boydon and of course Evan, also the vice-Captains, the most recent being Mick Clayton, who was outstanding during our last Interstate Series at Grange.

To all the sponsors of our Club, we would not exist without you!!

Hotel SA

My special thanks to Bank S.A.

Lindsay Hick has been a pleasure to work with. Dean Sullivan has had a major hand in that.

The breweries, the wineries and the other industry sponsors have always been helpful, even when times have been tough.

I will single out David Olson, who has always been there to fill in a hole when someone is missing.

CHARITY DAY!

I have been lucky, I have only worked closely with John Murphy and Rob Gillies as Chairman and they have been so generous with their time, contacts and knowledge.

Where would we be without Robbi Tims? So important to Charity Day!! Also Val Mohyla, Phil Hallett and the army of helpers and supporters on the day.

I also acknowledge all the Golf Clubs, their managers and staff, who generally fall over backwards to help us.

In particular, the Grange Golf Club for their generosity on Charity Day.

Thanks to fellow Life Members, Kerry Moore, Peter Vaughton, John Murphy, Cliff Boydon and now Evan, you have all put in a great effort.

To all members and their partners, some who have had to put up with my very short fuse on occasions, a heartfelt thank you for your help and friendship, which brings me to my wife Elaine, who has had to put up with golf and me for over fifty years!

Words cannot say enough.

I finish with best wishes to new Captain, Trent Fahey, Vice-Captain David Lipman and the incoming Secretary / Treasurer, not only "Best Wishes" but I hope you enjoy your positions as much as I have and that the Club goes ahead in leaps and bounds.

To every player - may all your long putts get close and your short ones go in!

Peter O'Shaughnessy



THE RED LION HOTEL

The Red Lion Hotel or as it is now known, the Red Lion Stone-Steak-Bar Rib House, had major renovations completed in 2016. It is my fault I have not written something about it earlier, sometimes time just gets away from you.

Donna the hotel manager is one of the nicest people you could meet and she runs a great hotel. It was through Donna's determination and perseverance that the hotel was renovated. Donna flew up to see the owners in Queensland in 2015 to get some backing for the renovations, presented a plan to them and believed that if the hotel didn't have some improvements, or wasn't renovated soon, then it would no longer be competitive with other licenced premises within the area. The owners agreed.

Firstly they had to work on a design that still incorporated Gaming, dining and a saloon bar. Many hotels these days when they do renovations don't always include a saloon bar, however due to the demographics of the area the saloon bar remained. The gaming room which was on the East side of the hotel was moved to the West side and the dining area was moved from West to East - basically the hotel was flipped over. The new gaming room was the first to be renovated and was completed without any loss of trade. The dining area was shut down for 5 weeks while the gaming renovations were being completed. The saloon bar remained in the same area and wasn't renovated but given a face lift.

Donna said that without the assistance of her daughter Kristy and staff members Jess and Darren all of whom worked tirelessly to get the new gaming room open on time, the renovations could not have been done

within the time frame and budget. In fact Donna and Kristy did a majority of the painting and décor in the rib house bar.

The transformation of what it was to now is astounding.

The theme of the hotel is Western, but not over the top. They haven't lost that family atmosphere in the dining room with the change - in fact they have enhanced the dining experience especially now that they have added some booths within the area. They have also changed the menu to incorporate the stone grill and of course the ribs. The ribs are just one part of the menu - the hotel encourages people to build your own order. For example; ribs or burger with shashlik, yiros & chips, steak with ribs, onion rings and all types of sauces. You can build your own salad just as you like it from the salad bar. All the food is fresh and prepared in-house and the stone grill is available for 15 to 18 hours a day. They also have a great selection of milkshakes that are very popular.

The gaming area has some brand new machines. The room itself provides some privacy for punters when they are playing the machines. The way it is set up the machines actually divide the room up. They have machines back to back, others against the wall and two blocks of four. I like the set up.

The hotel has some terrific regulars who enjoy the update on the hotel. They also like the idea that should they require it, a courtesy bus is available.

Donna did say in closing that she has pretty amazing staff and that the hotel is still working on the outside area bit by bit, so that too will be updated eventually.

If you get the opportunity call in and say hi to Donna and the staff and have a look around the pub, I'm sure you'll be impressed.





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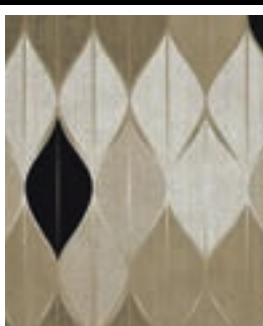
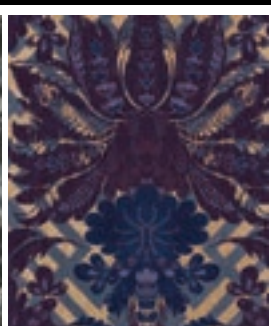
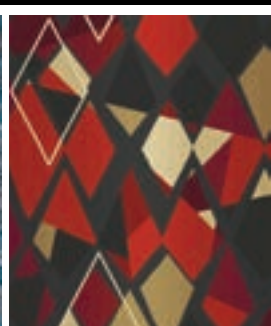
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TOWER TURNS HEADS



WITH SPECTACULAR MAKEOVER

By Robert Laidlaw





The Tower Hotel has received excellent publicity since it reopened its doors – and for good reason. Publican Greg Maitland's multi-million-dollar renovations have created a modern, family friendly venue which includes new dining areas, beer garden and even a theatrette.

The ingenious way space has been used to achieve modern amenities in a historic venue with an unique feel, ensures the Tower Hotel remains an attractive choice for patrons, whether it is a few mates having a beer, a group function, a dinner date or a day out for the family.

"We have renovated the whole hotel, including the gaming room," Project Manager Felicia Seidel said.

"Renovations include a new ale house, amazing beer gardens, dining room, cocktail bar and the cinema, which has been set up to entertain patron's children.

"There has been some amazing feedback on our changes, especially on the new design of the hotel, along with our cocktails and diverse affordable menu. And everything has been done with a focus on putting families first."

The friendly atmosphere of the Tower Hotel is encouraged by the feeling of space, as all areas seem to have easy access throughout the hotel, with a smoothness in transition from area to area.

Black and white tiled flooring creates a modern feel in the 1840s hotel, while the copper panelled bars and high wooden stools give it a taste of nostalgia – and a European feel.

And talking things European, the outdoor fireplace with exposed yellow brickwork is reminiscent of something from that continent – maybe from a rural setting somewhere in Italy?







The menu includes
Gluten Free options, as
well as good choices for
vegetarians.

Ivy-covered arches in the beer garden are a feature not to be missed, while the exposed sandstone and white facade on the outside ensures the historic look is retained. The impressive “tower” still stands tall on the corner of Magill and St Bernards roads – and is a landmark of the area.

Adelaide blogger Everything Adelaide let its audience know that “the iconic pub’s sports bar has been transformed into a chic Ale House, with more than 14 beers on tap, growing hops and catering to 120 people. The sleek design, white walls and gorgeous outside décor with green garden arches will be ideal on warm summer nights with cocktails in hand.”

And while the aesthetics of the hotel have been impressively upgraded, the refreshing list of cocktails and a creative menu makes the Tower Hotel a “must visit” location, which offers something for everyone in the family – as well as the throngs of students close by at the Magill campus of the University of South Australia.

The multi-purpose theatre seats about 20 people and can be used for a wide variety of purposes, from family gatherings to business presentations and major sporting events.



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There is no doubt that with history on its side and being located at the base of the picturesque Adelaide Hills – just 8km from Adelaide's CBD – The Tower has plenty to offer patrons.

The quality of food on offer has also received considerable attention. Besides classic meals such as chicken and beef schnitzels, salt and pepper squid and beer battered flathead, the Tower Hotel has a range of "Super Foods" to suit all tastes. Some examples to be found on the menu are:

- Greek Lamb Salad
- Spit Roasted Chicken
- Hot Smoked Salmon
- Thai Rare Beef Noodle Salad
- Buckwheat Tabbouleh
- Spouting Super Salad
- Spicy Squid Salad
- Super Sweet Potato.

There are few pubs that don't offer burgers but the emphasis is on moving with the times and offering new choices for an increasingly



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The Tower is proudly family-friendly, so apart from the theatre it also promotes weekend breakfasts every Saturday and Sunday from 8am.

sophisticated clientele. So beyond the standard beef burger, the menu features: Marinated Lamb Burger; American Cheese Burger; Scotch Steak Burger; Crispy Fried Chicken Burger; Tower Torn-Up Chicken Burger; All-Day Breaky Burger; as well as Grilled Haloumi.

The menu also includes gluten free options, as well as good choices for vegetarians.

The Tower is proudly family-friendly, so apart from the theatre it also promotes weekend breakfasts every Saturday and Sunday from 8am.

Naturally, a hotel cannot succeed without good service. "The management team at the Tower Hotel along with their staff are a great team," said Felicia.

"They have great communication and are all highly driven to making the Tower Hotel a great place for our customers to visit, and return.

"Venue manager James Reid's passion and positive outlook have all been passed down the ranks."



THE MORPHETT ARMS HOTEL HELPING THE COMMUNITY

(JOINT WINNER OF THE 2016 AHA|SA HOTEL AWARD FOR 'OUTSTANDING COMMUNITY SERVICE & SUPPORT')



The Morphett Arms Hotel prides itself on active support of many community causes.

One very successful charitable initiative was the 'Biking For Bowel Cancer Part II 'Hotel to Harbor – 72 Hour Bikeathon'.

After a successful campaign in 2014, staff member Jason decided to host another fundraiser dedicated to the same cause. This is where Biking for Bowel Cancer II – Hotel to Harbor was created, to raise money for Bowel Cancer SA with a target of \$10,000. The aim was to keep a stationary bike in motion for 72 hours consecutively, aiming to ride the equivalent distance from the Morphett Arms to Sydney Harbor.

Hosted at the hotel, five stationary bikes were positioned and upon the starter's gun, they were off and riding. All were welcomed to ride at any time, from members of the staff, to patrons and the wider

community. Everyone could get involved with a ride on the bikes. Promoting awareness for Bowel Cancer SA, and healthy lifestyles in general it was a hugely successful fundraiser. After 28 hours the team had 'reached' Sydney Harbor, with 44 hours to spare. The bikers continued on with many sizes, shapes and ages all having a ride until the full 72 hours were reached – even a member of the local constabulary stopped to have a ride.

Over \$11,500 was raised and was directly donated to Bowel Cancer SA. In 72 hours, Jason, staff and members of the public managed to ride 5005 kilometers as a cumulative total during the marathon effort.

The public reception was amazing. To this day it is still something the local customers talk about as they were directly involved in this amazing cause.

HOTELS ASSISTING PARKINSON'S



The Parkinson's Communication Project aims to improve communication with people with Parkinson's, their families and health professionals, through better targeting of information, improved training presentations and by making sessions available to people with Parkinson's in the country.

Hotel Care funding was able to assist with these components to the project:

- Developing the existing database to improve ways of letting specific groups of clients know about seminars and courses that will be relevant to them.
- Purchasing an interactive whiteboard and data projector for office use when running training sessions for health professionals who care for people with Parkinson's and also seminars for clients themselves.
- Purchasing a video camera to film seminars held in the metropolitan area so that they can be made available to people in country areas. These people are very disadvantaged by not being able to attend the regular information sessions held in the city.

THE BRITISH HOTEL PORT ADELAIDE

The British Hotel is heavily involved in a number of non-profit organisations and clubs, offering meeting places and function rooms free of charge. They are also involved in fundraising for the Leukaemia Foundation through the U.G.L.Y Bartender fundraiser. They spend several months of the year hosting different fundraising events such as quiz nights, sausage sizzles, raffles, silent auctions and more. For one of their fundraisers, venue manager Ashley bravely completed a 24 hour run and raised over \$7000 for the foundation. Over the last four years they have been supporting U.G.L.Y Bartender the hotel has raised almost \$18,000!



ARKABA HOTEL

The Arkaba Hotel is always willing to actively support the community in various ways. Some of their recent support includes:

- Arkaba Commission - The Arkaba Commission is a \$8,000 grant to a student of Adelaide Central School Of Art to produce a piece of artwork that will be displayed at the Arkaba Hotel until it is auctioned off and the money raised goes back to the school. The last piece raised \$10,600.
- Mary Potter Hospice - With a David Bowie Tribute featuring two iconic Adelaide bands, The Arkaba raised \$6,000 for Mary Potter Hospice.
- Variety Melbourne Cup 2016 - Partnering with Variety The Children's Charity, over \$14,000 was raised at their recent Melbourne Cup lunch!



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Moseley Bar and Kitchen

HOTEL DESIGN TRENDS

Stand still and get left behind. That's the message for all businesses in today's environment and one that is particularly true for South Australian hotels.

Consumers are spoiled for choice. It's a fact that SA has more liquor licences per head than any other capital city. That means stiff competition to attract a population that is no longer "welded on" to one or two local pubs.

Some hotels have refurbished multiple times within the last decade.

Multi-award-winning The Highway caught the eyes of awards judges again in 2016, who noted "the recent refurbishment of the Lounge and Deck at The Highway has it once again ahead of the game. It continues to evolve, adapt and improve."

Forward thinking hoteliers know that plans and designs have to remain flexible.

For example, when AHA|SA Vice President David Basheer discovered that patrons weren't doing what he thought they would at his newly-renovated Woodville Hotel, he took swift action. The brand new furniture was quickly replaced with furniture that allowed people to dine in an area originally designated for drinkers.

Last year, the award for Best Overall Hotel in SA went to The Hotel SA

Moseley Bar & Kitchen. The 2014 redevelopment of the Moseley Bar & Kitchen transformed "a tired, unpopular pub into a fresh-faced new style hotel which has massive appeal and the patronage to prove it".

In particular, judges noted that "it sees the break away from a 'traditional' hotel layout to cater for a changing and more discerning patron".

The refurbishment of this seaside hotel has transformed the bar areas into a multi-level venue with an expansive bar that overlooks Moseley Square and Glenelg beach. It has a relaxed comfortable vibe that can transform into an entertainment hub over the weekends.

Another design feature is the incorporation of fresh and unpasteurised tank beer from Carlton Draught.

Across town and on a larger scale, The Ibis Adelaide became the first purpose-built branded premium 3.5 star economy hotel to open in Adelaide.

Its success is due to a range of factors, not the least of which is 311 contemporary rooms and a wide range of facilities, including 'grab n go' 24/7 room service.

The hotels decor has a playful feel whilst remaining very functional, successfully changing the perception of what an economy hotel can be like.



Ibis Adelaide

A wonderful contrast is The Stirling, a boutique hotel in the Adelaide Hills. The Stirling's '5 rooms' are designed to offer the guest a relaxing and comfortable experience. The opulence and quality is obvious with high quality fixtures, furniture and accessories. The rooms are spacious, uncluttered and unique.

The balcony rooms feature private outdoor seating and a cosy gas open fireplace. A kitchenette has all the modern appliances for guests and there are the wonderful food and beverage facilities on the ground floor.

Rooftop Bars tap into the Australian desire to be outside as much as possible, to enjoy the best of our climate.

The Gallery located on Waymouth St has been a great success at the top of an inner city building in the CBD. With a capacity of up to 180 people, it's a comfortable space to be utilised all year round with excellent heating and cooling systems.

The design and furnishings are comfortable yet sophisticated and incorporates a feature green wall into its design. Visual light projections add an element of visual art to the space.

From concept to completion, Folland Panozzo Architects are proud to be associated with The Highway and Stirling Hotels



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Sportys Bar & Arena at The Arkaba

There is a place for a range of styles and a range of budgets in the Adelaide market. Case in point is the refurbished suites at The Lakes Resort Hotel, which are described as featuring "contemporary yet timeless design" to maximise the large rooms. There are 30 executive spa suites, 5 studio spa suites, 37 superior deluxe suites along with the 72 accommodation suites.

Designs in hotel settings have to be both aesthetic and functional. Sports bars, for example, have to juggle a multitude of sports vying for attention.

Sportys Bar & Arena at The Arkaba is a specifically designed sports bar to deliver live sports events in high definition and with sound in up to seven individual zones. That's quite a feat!

The bar now includes weather outdoor area that features a 3M LED screen.

Contrasting this is the rise and rise of small bars. The Pink Moon Saloon is a little gem in Leigh Street which makes a big impact and is another venue from the brains behind the other successful small venues, the Clever Little Tailor and the Whistle and Flute. The building has an interesting quirky design which is unlike anything in the city.

THE FUTURE

To understand the future, it helps to look at the past.

The award winning hotels of recent years are not one-hit wonders.

The award winning hotels of recent years are not one-hit wonders. They are making ongoing and sustained investment in their properties.

They are making ongoing and sustained investment in their properties.

The Stirling Hotel mentioned previously, was an award winner for its design in 2016. This was also the case in 2013, when its unique retail outlet "Cellars & Patisserie" set a new standard in Adelaide. This warm, vibrant and inviting space allows patrons to browse through their comprehensive range of local, national and international beverages as well as sit back, relax and enjoy a glass or two.



Warradale Hotel

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Moseley Bar & Kitchen



The Lion

So too The Lion, which continues to evolve ... and win awards. In 2013, the newly renovated outdoor space was described as "a designer marvel. From very limited conditions, this hotel has transformed this space into an all-weather friendly environment as an extension of the main bar space."

That's the year The Lion was named Hotel Of The Year. Interestingly, it shared an award with the Warradale Hotel, which would also later claim that title.

Hotel SA



The Stirling Hotel

Plans and designs have to remain flexible.

At the time, the design of that hotel's outdoor space was quite innovative, with a real 'beer garden' feel featuring individual booths with separate volume and heating controls, and an abundance of heating, a fish pond and an open fireplace.

It was obviously cleverly designed to be an all-season space.

So looking to the future, the successful hotels will continue to be those that combine excellent management and operations, with investment in staying up to date with what their target audiences are seeking.

Keys will be getting the right balance between flair and functionality. Experts in design and interior fitouts are critical members of any redevelopment team. Sourcing the right architect, the best builder and fitting out the premises with furniture that will draw in patrons can make or break a project.

It's also worth remembering that SA hotels have invested hundreds of millions of dollars into their premises during the current 'transformation phase' of the industry. That transformation – and evolution – continues ever onward.



The Pink Moon Saloon

BLACKOUTS ARE GREAT FOR BUSINESS

...if you have a backup generator, that is!

The storm last August resulted in a business bonanza for some hotels and restaurants. After all, the 1.7 million South Australians without power still needed to relax, eat and drink.

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PRODUCTIVITY COMMISSION HAS LOST ITS WAY



In late December 2016, the Productivity Commission released its final report into Australia's intellectual property arrangements.

The recommendations will have lasting repercussions on Australian hotels. Multi-billion-dollar global technology firms will reduce their bottom line via meagre licence fees - to the detriment of Australian music creators and the local businesses who equally rely on their talents.

Managing a fair, user-pays system is part of the role APRA AMCOS plays in balancing the cost pressures of 140,000 businesses with the rightful remuneration for copyright owners, that is, its 89,000 songwriter, composer and publisher members.

Catherine Giuliano, Director, General Licensing at APRA AMCOS said: "When copyright is undermined it discourages creation, innovation and performance. As one of the key areas where APRA AMCOS members receive their first break in their career, hotels will feel the impact of a reduced pool of composers, artists and bands."



D.I.G. and Ngairre, 2016. Photo: Marc Grimwade

Further information can be found here:
<http://apraamcos.com.au/news/2016/december/the-productivity-commission-has-lost-its-way-on-ip-policy/>

AHG EXPO – 2017

Ainsworth Game Technology will showcase an exciting range of themes at the Australasian Hospitality and Gaming Show (AHG) 2017 in Queensland.

Ainsworth highly entertaining multi-game suite will be extended with a new product package Double Shot Classic Series and more titles are due for release in 2017. Available on the A600 and in a 1c, 2 or 5c denomination, Double Shot Classic Series features all the legendary Double Shot titles into one solid package. Two levels of

Standalone Progressives, two levels of Bonus Prizes and a range of exciting features are also on offer.

To make your experience at the AHG memorable, drop by the Ainsworth Booth #12 and have the Ainsworth team present their latest star attractions together.

For further information, please contact Michael Queale - 0408 462 321, Kelly Assender - 0409 171 616 or email: sales@agtslots.com



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We've worked with numerous South Australian venues that have enjoyed increases in revenue of more than 20%, as a direct result of utilising the Maxetag system.*

Some of the things venue managers love about this system are:

- The system allows you to control your promotional budget, by customising % returns as rewards or points, and targeting members based on their activity (helping you reward the right clientele);
- There's no need to compete for redemptions, as all prizes and points will be redeemed in your venue or group;

- Regular software development is included in your agreement and you won't wait months or pay a fortune for periodic upgrades;
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* Individual venue results may vary.

FOOD AND BEVERAGE

2017 TRENDS



FOOD TRENDS TO WATCH OUT FOR

January sees food experts gaze into their crystal balls (or computer data) to see key trends in food tastes.

Some are common across many forecasters, such as the continued rise of tacos and a global love affair with raw food, especially cauliflower.

While you might scoff at some suggestions (as one person put it: "What's the next overpriced avocado toast?") there is no doubt that today's menu contain foods and ingredients we laughed at in 2000.

The New Yorker says:

- Blueberries
- Tacos
- Raw food

US National Restaurant Association

- Cheaper, flavoursome cuts of beef
- Healthier kids' meals
- Sustainable foods
- African flavours
- Alternative pastas

Forbes – based on the Winter Fancy Food Show

- Flavoured cheeses
- Cooking on sea salt blocks for extra flavour (the new stone cooking)
- Gourmet salt

BBC Good Food

- Tacos
- Low and no-alcohol drinks
- Kimchi, kombucha and the like



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IS YOUR HOTEL READY FOR INTERNATIONAL VISITORS?

South Australia keeps being named as a top travel destination and hotels are well positioned to benefit from growing tourism numbers.

Putting aside location, those that prosper will be those that have a clear strategy to meet the differing needs of their overseas visitors.

Tourism Australia provides excellent resources, including the Tourism Export Toolkit (TExT), an introductory guide to inbound tourism in Australia. This toolkit has been produced by the Australian Tourism Export Council (ATEC) in partnership with Tourism Australia, and as a result of collaborative participation from all State and Territory Tourism Offices.

This toolkit contains advice on how to understand the travel distribution system and its rate structure; recognise the different

travel styles of inbound travellers, and develop a marketing plan to target international visitors through a range of mediums and distribution channels.

Chapters include:

- Pre-checklist: How 'ready' are you right now?
- The types of inbound travellers
- Cultural considerations
- Pricing: Its all about balance
- Sales & Marketing Materials
- Digital Marketing



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FOOD MATCH WITH PROSECCO

Prosecco continues to win over drinkers, with its easy to drink qualities and higher sugar content.

It can easily be drunk on its own or with nibbles in a hotel setting – but what about in a dining room?

Here are a few ideas:

- Pan fried or baked fish
- Bread and vegetable based dips
- Olives and dishes where olive flavours are accentuated
- Many varieties of cheese, especially milder
- Seafood pasta
- Chips
- Spicy meats, such as salami
- Focaccia
- Quiche
- Sushi
- Desserts

CHINESE VISITORS: AFFLUENT AND NOW FLYING DIRECT INTO ADELAIDE

Chinese visitors currently spend an average of \$8,000 each on every visit to Australia, more than any other source market.

Last December saw the first direct commercial passenger flight between China and South Australia – a China Southern Airlines flight from Guangzhou.

In the past 12 months, China Southern Airlines has increased capacity to Australia by 35 per cent, with 56 weekly services.

Figures released by Tourism Australia indicate that spending by Chinese visitors to Australia could rise to A\$13 billion annually by 2020.





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TALKING ADELAIDE



TECH SURVEY TAPS INTO GUEST PREFERENCES

The global Zebra Hospitality Vision Study has found that 66% of guests report they have a better experience when staff use the latest technology and 68% of guests expressed a desire to use their smartphone to speed up check-in.

The study surveyed 1,200 hotel and resort workers and more than 1,680 consumers, and analyses the hotel/resort industry, specifically trends in travellers' preferences and technology requirements that affect their overall satisfaction.

74% of guests surveyed appreciate hotels that customise messaging and offers and 75% are willing to share personal information, such as gender, age and their email address, in exchange for tailored promotions, coupons, priority service or loyalty points.

Within the next year, 74% of hotels and resorts are planning to implement location-based technologies – prioritising guest recognition and analytics, geo-targeted mobile offers and special promotions and upgrades.

KEY FACTS

Wider access

- To help move staff to mobile computers for more guest interaction, expand location services for guests and deliver reliable wireless access, 77% of hotels/resorts surveyed worldwide are expanding Wi-Fi coverage.
- 66% of guests report they have a better experience when associates use the latest technology and 68% of guests expressed a desire to use their smartphone to speed up check-in.

Regional findings

- In the Asia-Pacific region, offering special promotions and geo-targeting mobile users are the top drivers behind implementing

location technologies where guests are influenced most by helpful guest assistants to stay at a hotel/resort.

- Guest recognition is the top driver for location technologies in North America where travelers are least concerned about sharing their location and social media profiles and most willing to use self-service technology.
- Hotels/resorts in Latin America are moving fastest to implement location-based technologies where guests also have the highest expectations for receiving personal attention from hotel/resort assistants.
- Maintaining current guests is the top priority in Europe where travelers are the least likely to belong to loyalty programs.

Customized offers and loyalty programs

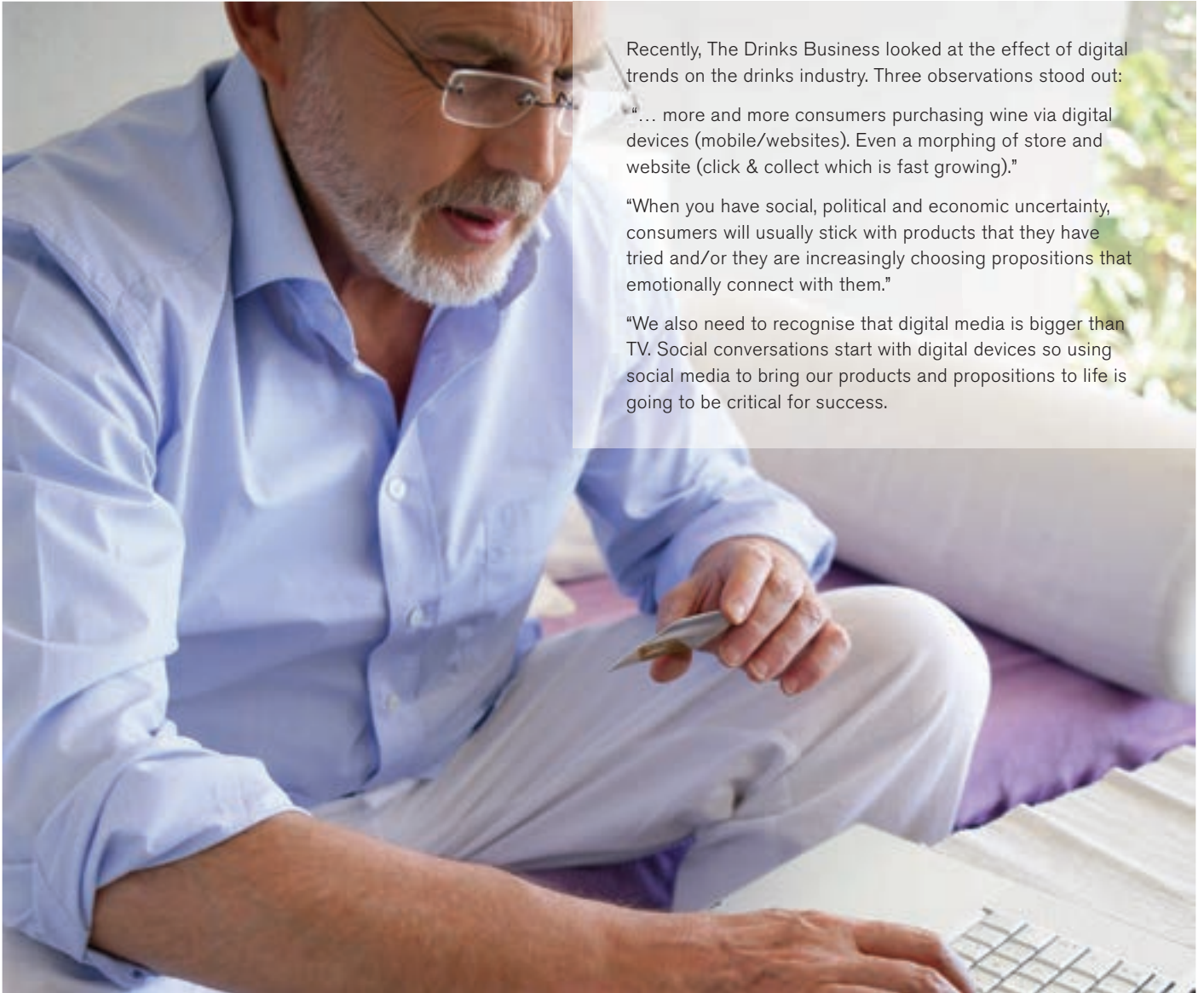
- Nearly three-quarters (74%) of guests surveyed appreciate hotels that customize messaging and offers and 75% are willing to share personal information, such as gender, age and email address, in exchange for tailored promotions, coupons, priority service or loyalty points.

Location-based services

- To create highly customized offers and perks, 74% of surveyed hotels/resorts are planning to implement location-based technologies within the next year – prioritizing guest recognition and analytics, geo-targeted mobile offers and special promotions and upgrades.
- The study shows guests are less comfortable sharing their location than their personal information, though attitudes differ among generations. 34% of Millennials are comfortable sharing their current location compared to 13% of 50- to 64-year-olds.

Zebra Technologies Corporation (NASDAQ: ZBRA), provides solutions that give enterprises real-time visibility into their operations.

THREE DIGITAL TRENDS



Recently, The Drinks Business looked at the effect of digital trends on the drinks industry. Three observations stood out:

“... more and more consumers purchasing wine via digital devices (mobile/websites). Even a morphing of store and website (click & collect which is fast growing).”

“When you have social, political and economic uncertainty, consumers will usually stick with products that they have tried and/or they are increasingly choosing propositions that emotionally connect with them.”

“We also need to recognise that digital media is bigger than TV. Social conversations start with digital devices so using social media to bring our products and propositions to life is going to be critical for success.”

INVEST WISELY FOR NEW AND REPEAT GUESTS

Accommodation hotels have to continually assess what they provide for free to guests. Every free item takes away from profit – but revenue may suffer if you fail to provide the right amenities or skimp with low quality products and services.

Cornell University's researchers recently found the following to be true:

1. Internet access held the greatest attraction for first-time guests,
2. Complimentary bottled water offered the highest ROI for returning guests
3. Analysed over a twelve-month period, the fitness center had a negative ROI for both groups.

“Of particular interest, the study also found that guests greatly overestimated the likelihood that they would use the hotels' amenities,” the survey authors reported.



ASVO RECOGNISES A COMMITMENT TO CABERNET

The 2016 ASVO Winemaker of the Year award was very much a collaborative affair.

Not only did Wynns Coonawarra Estate winemakers Sue Hodder and Sarah Pidgeon share the prize, but the judges were particularly impressed by their extensive interaction and information sharing with everyone from researchers to local school groups.

'Sue and Sarah have demonstrated enormous commitment to the pursuit of winemaking excellence from the vineyard, through the winery, in their wines and, the extension of this, through their engagement with the broader wine community', said ASVO President Dr Mardi Longbottom.

Sue is quick to add that 'it's not just us', however. 'Allen Jenkins and his team have done so much work rejuvenating and developing our vines against the background of climate change. The last decade has been challenging, with a complex matrix of things changing, but we've learned a lot with that.'

The winemaking partnership is actually well into its second decade. Sarah joined Sue at Wynns in 1993, and since then they have been committed to driving the evolution of unmistakably Australian Cabernet that tells the story of where it was made.

That's involved embracing new technologies and ideas as well as understanding small differences in micro-climate that have a profound impact on the way wine tastes, even in a region as flat and seemingly homogenous as the Coonawarra. Wynns has released a Single Vineyard Cabernet every year since 2001.

'We are very conscious of evolution', Sue said. 'Just yesterday, Allen graphed the temperatures of this growing season so far against the last 40 just to show where we are, to give us some point of reference. It's great to be able to have all that reference data as long as it's taken in the context of what you're doing now.'

Things have also changed in the winery. Sarah has put a lot of effort into understanding the impact of oak, for example, and has an enviable knowledge of different cooperages and forests.

'People ring her all the time for her opinion on oak as well as on malolactic fermentation; she's a bit of an expert on malo-nutrients,' Sue said. 'We were having some challenges getting some malos through and we were trying to work out what's commercially available and how useful it is.'

'We've spent time unpicking all that and presenting the findings to the sector. You have to choose the right oak for your wines and not just be led by what other people are doing.'

Sue is particularly pleased to see the genuine interest around the world in medium-bodied Cabernet and the quality of these wines coming out of Australia.

'We can prove their ageability and through our work with Paul Smith and his team at the AWRI we know more and more about tannins in the vineyard and how that translates to the wines. We still have a lot to learn, but there's a lot of good research being done.'

For her part, Sarah is also conscious of being able to work with fruit 'from vineyards that are amongst the best Cabernet Sauvignon sites in the world'.

'The wines have never been as satisfying, diverse and, frankly, as damn good as they are right now', she said. 'It's an exciting time to be at Wynns.'

Article courtesy Wine Australia and can be viewed at www.asvo.com.au



Sue Hodder and Sarah Pidgeon

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SA HOTEL GROUPS GET BEHIND U.G.L.Y.

HELEN WALKER, LEUKAEMIA FOUNDATION, NATIONAL MANAGER, U.G.L.Y. BARTENDER OF THE YEAR

Over the past three years there has been a significant increase in independent venues and hotel groups embracing U.G.L.Y. Bartender of the Year as their nominated charity activity to support.

U.G.L.Y. Bartender of the Year has demonstrated an understanding of the hotels industry, and a desire to work with pubs to ensure they are providing the necessary tools and support to ensure that participating in U.G.L.Y. is a positive experience for the venue as a whole.

The SA and national hotel groups that now feature U.G.L.Y. in their fundraising calendar include the ALH Group, the RD Jones Group, the Hurley Hotels, the Basheer Group, Matthews Hotels, GM Hotels, the Plush Group and the Francis, Eureka, Gunn and the Binns Hotel Groups.

We have had groups like RD Jones create a unique U.G.L.Y. Cocktail fundraiser that is featured in every venue across the campaign. In addition to this, venues create their own events and experiences that suit their venue and its patrons, a fantastic way to make the most of the community building opportunities offered by this campaign.

A particularly poignant story this year is that of the ALH Group, who have raised a further \$70,000 in 2016, bringing their collective total of the past three years to over \$210,000.

Just prior to the end of the campaign the Leukaemia Foundation approached SA/NT State Manager Andrew Gunn to see if there was any way they could help them solve a challenging problem facing one of the families currently residing at the Bridgestone Australia Leukaemia Foundation Village.

The Wilsons came to the Village in June as their then three month old son, Bronx, had been diagnosed with Biphentotypic Leukaemia, which means that he has 2 types of leukaemia at the same time. After receiving treatment here in SA for the past five months Bronx must now be airlifted to Sydney to receive a bone marrow transplant. Bronx has three year old twin brothers, Mathias and Sid, who are unable to accompany him to Sydney as they have not completed their childhood vaccinations, and therefore Bronx's mum Jen and the twins must remain here in SA during this harrowing three month treatment period.

As the Wilsons gave up their home in the South East on Bronx's diagnosis, this meant that Jen and the twins would have been homeless over Christmas.

The ALH team have stepped to the fore, offering the Wilson trio a three month stay in an apartment that features a full kitchen and lounge area at their Findon Hotel as their gift to them. In addition to the \$70,000 already raised in their venues this year, this overwhelming generosity represents a donation of over \$13,000, and gives a family a home when they need it most.

'We are just pleased we have the opportunity to help this family, with all that they are going through at the moment. Being separated will be challenging enough for them, so if we can give them a place to call home and relieve them of one small burden we are more than happy to help,' stated Andrew Gunn.

Father, Aaron Wilson, was overwhelmed to receive the key to the apartment, that will be home for his wife over the coming months.



We are just pleased we have the opportunity to help this family, with all that they are going through at the moment.

'We are just speechless at this amazing gift; we just can't believe how wonderful everyone has been, and how much help they have given us,' said an emotional Aaron with his twins at the U.G.L.Y. Presentation on Monday, 28 November.

The Wilsons will move in to their Findon Apartment in early December, with the hopes of having the whole family reunited in February 2017.

The Leukaemia Foundation would like to thank the generosity of the ALH Group, and all the South Australian Hotel Groups and independents that support this quirky and essential campaign. South Australian U.G.L.Y. Bartenders have raised over \$2 million over the past eight years, and this ongoing support enables the Leukaemia Foundation to continue to provide and improve its accommodation service for people living regionally who must relocate to the city to receive treatment.

GETTING U.G.L.Y. FOR A GREAT CAUSE



Mal Yeates and Judy Aldridge

In 2016, over 200 SA bartenders nominated themselves to be the U.G.L.Y. Bartender in their venue.

Participants in the U.G.L.Y. Bartender of the Year campaign demonstrate their 'Understanding Generous Likeable You' and raise funds for the Leukaemia Foundation.

The 2016 has officially wrapped up, an accurate phrase for the gift these generous bartenders and venues provide. The funds raised by U.G.L.Y. Bartenders enable the Leukaemia Foundation to provide its vital accommodation service for people with blood cancer who must relocate to access vital treatment.

Every \$80 raised by an U.G.L.Y. Bartender provides one night's accommodation for this service and in 2016 SA's U.G.L.Y. Bartenders have raised over \$300,000, providing over 3,850 nights. The generous work of these bartenders and their venues enables the Leukaemia Foundation to help more than ten South Australian families facing the challenge of blood cancer every night of the year.

U.G.L.Y. Bartenders have put their fundraising creativity to the test and have created events such as Dance Offs, 24 Hour Marathons and Lawn Bowls, Disco Parties, Fluoro Paint Nights, Bogan Bingo Nights, Car Rallies, U.G.L.Y. Trivia Nights, Tattooing for U.G.L.Y., local tasting in their venue, U.G.L.Y. Challenges, Cocktails on the Balcony, U.G.L.Y. Tapas Nights, Dog and Car Washes (separately of course), U.G.L.Y. De-fluffings (waxing and shave various bits to raise \$), U.G.L.Y. Weddings, Luau Parties, Halloween U.G.L.Y. nights, Family Fun Days, U.G.L.Y. Blue themed events and much much more.

Bartenders have gone above and beyond to ensure that U.G.L.Y. Bartender of the Year is a fun and fabulous way to get patrons to their venues, have a wonderful experience, and raise money for the Leukaemia Foundation at the same time!

U.G.L.Y. offers fantastic incentive prizes, and this year's highest fundraiser Judy Aldridge receiving a \$3,000 Flight Centre gift card. The Halfway Hotel has won either the Hoshizaki Ice Machine or Lancer Beverage Systems products or services to the value of \$7,500, proudly donated by Principal Sponsor, Hoshizaki Lancer, and presented on the day by Hoshizaki Lancer Innovation Manager Mal Yeates.

Our 2016 Top 10 in SA U.G.L.Y. Bartenders are:

- First** Judy Aldridge, The Halfway Hotel, Beverly, raising \$13,458
- Second** Luke Davidson, Port Lincoln Hotel, raising \$11,111
- Third** Karen Ward, Hotel McLaren, raising \$9,001
- Fourth** Hayley Harvey, Royal Oak Hotel Clarendon, raising \$8,176
- Fifth** Ashlee Long, South Aussie Hotel, raising \$7,844
- Sixth** Ebonie Gardiner, Hotel Boston, raising \$7,690
- Seventh** Daniel Newell, Enfield Hotel, raising \$6,113
- Eighth** Kate Wilson, The Rocks Tavern, raising \$5,850
- Ninth** Kim Tarasenko, Gray's Inn, raising \$5,777
- Tenth** Darren Quinn, Commercial Hotel Ororoo, raising \$5,600

For more information contact: Helen Walker, Leukaemia Foundation National Manager, U.G.L.Y. Bartender of the Year
M. 0478 403 090 or E. hwalker@leukaemia.org.au

CHILDREN MIRROR THE DESTINATION CHOICES OF THEIR PARENTS

Young Australians tend to choose travel destinations very similar to those of their parents, despite their image as adventurous travellers.

The emma (Enhanced Media Metrics Australia) Travel Trends & Insights Report "The Road Well Travelled", tracks Australian attitudes and behaviour towards travelling.

It found that although 77% of Generation Y's say they like to experience new and exciting places, most who have travelled in the past year or intend to do so choose destinations with similar cultures and languages to our own. Their destination choices, in fact, mirror those of their Baby Boomer parents with the UK/Ireland, the US and New Zealand the top choices. Japan and Thailand are also on Gen Y's travel wish list.

Lesson For SA Accommodation Hotels

That works both ways. It is likely that the recommendations of parents also works in the local market, with children hearing about their parents' experiences in South Australia and making similar travel choices.

From a marketing point of view, it makes sense to capture the emails of those travellers and to continue to market to them. In addition, think of ways to entice the children of these visitors, perhaps with a family discount or a value add.



The report goes on to offer insights into how to market to the Gen Y market.

Both Gen Y's and Boomers agree that they prefer quite out of the way places, at 40% and 42% respectively, but they rarely go off the beaten track and prefer to travel in comfort. Both rank sight-seeing and the opportunity to relax and unwind as key travel priorities.

There are differences, however, in some of the travel choices of the different generations. A top priority for Baby Boomers, for example, is travel for pleasure, with the most popular options including sight-seeing holidays such as going on a cruise and touring by car. For Gen Y, it's about more immersive experiences such as adventure and outdoor experiences, staying near the beach and a holiday for eating out. Gen Y's are also 67% more likely than other Australian travellers to choose a holiday to experience the nightlife.

Travel is among the most heavily researched of all discretionary purchases and the most popular research options are online searches/advertising, advice from family and friends and travel or airline company websites. Boomers prefer to use newspapers for research, while Gen Y prefers social media.

"The idea of the adventurous young Australian traveller seems to be just that – an idea rather than the reality with the destinations they choose very similar to their parents'," emma Executive Director Brian Hogan said.

"Similarities in preferred travel destinations mean that the travel industry needs to consider types of travellers rather than make assumptions solely based on age groups. To attract adventurous travellers, destinations and travel-related brands need to convey novelty and adventure experiences within the more conventional and popular destinations."

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REGIONAL MEETINGS

The AHA|SA conducted regional meetings for the Yorke Peninsula at the Port Victoria Hotel and for the Eyre Peninsula at the Tasman Hotel. These were fantastic events, and to all the hotels and staff a big thanks for providing wonderful service and great food. The meeting's agenda includes the Liquor Licencing Review and the AHA response, electricity pricing, gaming update and the continued penalty rates concerns. The hospitality industry faces many challenges at present and in the future. Be assured the AHA|SA is working through these issues to protect your bottom line.

Following the presentation at each of the venues, our very supportive sponsors have the opportunity to enjoy lunch and interact with our members and AHA staff.

Special thanks to our sponsors that provide product on these days.



REGULATING THE EFFECTS OF DRUGS AND ALCOHOL IN THE WORKPLACE

The use of illicit drugs and or alcohol can impair an individual's ability to perform their job safely. This may result in an increased risk of an incident or injury occurring, not only to that person but also to others at the workplace. This article will outline what rights an employer has when they have a reasonable belief that an employee is under the influence of drugs and or alcohol whilst at work. A recent decision of the Fair Work Commission will be used to highlight both the importance of having a stringent workplace policy in this area and the importance of using proper testing methods when deciding whether or not to terminate an employee who engages in such conduct.

DUTY OF CARE – EMPLOYERS RIGHTS AND OBLIGATIONS

Regulation by an employer of an employee's use of drugs and or alcohol can be seen as an invasion of their privacy. Often they have consumed the drugs and or alcohol during non-work hours and the effects of whatever substance they have taken have worn off by the time they attend for work. However, under the Work Health and Safety Act 2012 (SA) employers have a duty to ensure so far as reasonably practicable, the health and safety of employees whilst at work. At the same time, employees have a duty to take reasonable care of their own safety and the safety of others whilst they are at work. Where a worker attends for work under the influence of drugs and or alcohol, they may be impaired meaning they are unable to carry out this duty. If an employer reasonably believes an employee is under the influence of alcohol and or drugs whilst at work the employee may be deemed unfit for work. This is in essence no different to an employee being unfit for work due to being ill or injured. Where the employee is unfit for work the employer has the right to send the worker home without pay or the employee can access personal leave if they have an entitlement to such and the personal leave policy is complied with (if applicable).

In order to take further action against an employee who attends for work under the influence, a workplace policy should be in place outlining the process that will be taken in such case. To ensure an employer does not unreasonably monitor non-work related activities of an employee, any policy or procedure introduced regulating the use of drugs and or alcohol should be done in the area of work, health and safety. As an employee has a duty to comply with any reasonable policy in relation to health and safety in the workplace, should they be in breach of this policy disciplinary action can occur. To be considered reasonable the policy should outline why the employer is regulating such conduct, how the conduct will be regulated and steps that may be taken if an employee is found to be in breach of this policy.

WHY A DRUG AND ALCOHOL POLICY IS IMPORTANT

The following Fair Work Commission ('FWC') decision helps to show the importance of not only a stringent testing method but a strong policy are required in order to protect against a claim of unfair dismissal.

In order to take further action against an employee who attends for work under the influence, a workplace policy should be in place outlining the process that will be taken in such case.

Clayton v Coles Group Supply Chain Pty Ltd

As a result of an incident involving a fork lift, the Applicant was required to undertake a drug test in accordance with a workplace policy. An oral fluid test undertaken at the worksite returned a positive result for cannabinoids. A subsequent laboratory test confirmed this result. After the return of the laboratory result, the Applicant was suspended on pay whilst an investigation was conducted in accordance with the policy. A disciplinary meeting followed after which the Applicant's employment was terminated. He subsequently lodged a claim with the Fair Work Commission claiming this dismissal was unfair.

The Respondent's Drug and Alcohol Policy stated that given the high risk work environment, the company had a zero tolerance approach and any detectable level of drugs and or alcohol would result in a breach of the policy. The Applicant was well aware of this policy as he had participated in the workplace induction program.

In order to determine whether the Applicant had been unfairly dismissed the Commissioner first needed to determine whether or not there was a valid reason for dismissal. This required a finding



that the conduct complained of actually occurred and whether or not the policy itself was reasonable. The Commissioner relied heavily on expert evidence to resolve the factual issue in contention as to when the Applicant had last smoked cannabis. Whilst the Applicant admitted to having smoked the night before, the laboratory result returned a very high reading inconsistent with his claim. Various types of testing can detect traces of cannabis for some time after the person actually consumed it. Therefore had the Respondent relied solely on the in-house test when making their decision the result of this case may have been different. However as laboratory tests are seen as more conclusive in detecting recent usage, it was found to be more probable than not given the reading that he had in fact consumed cannabis just prior to his shift resulting in a breach of the workplace policy.

However, mere breach of the policy may not have been a valid reason for dismissal had the policy not been reasonable. In this instance given the high risk work environment and the risks associated with an employee being under the influence, the Commissioner found it to be reasonable that employees have no detectable traces of drugs or alcohol in their system whilst at work. Further the process that would be followed and potential outcome of a breach of the policy were clearly stated and followed by the Respondent. The circumstances in this case were rather particular and it may be that such a strict limit may not be deemed reasonable in all cases. This is why it is important to ensure that the employer clearly outline in the policy why adherence with it is of such importance, the process that will be taken if a breach is suspected and the outcome in the event that breach is confirmed.

In this case it was irrelevant that the Applicant showed no signs of actual impairment from the use of cannabis. Despite claiming he had smoked it for medicinal purposes, amongst other reasons, the fact the policy stated he should have advised the employer of the

medicinal use was enough for the Commissioner to disregard this as a mitigating factor. Therefore, after considering all the elements of s 387 of the Fair Work Act 2009 (Cth), the Commissioner found the dismissal was not unfair.

IMPORTANCE OF A WORKPLACE POLICY

In the case outlined above the mere fact the Applicant attended for work with a detectable level of drugs in his system was enough for a breach of policy to occur and a resultant finding of a valid reason for dismissal. This highlights the importance of a stringent policy in this area which outlines the employers approach to drugs and alcohol at work, how testing will be undertaken (if applicable), the approach to be followed in the event a positive result was returned and the potential outcomes. However, it is important to remember that as a policy needs to be reasonable and therefore the risk level of the workplace should be taken into account in determining what is reasonable for any given workplace.

FURTHER INFORMATION

The HR/IR Team has recently updated the template Drug and Alcohol Policy as contained in the Work Health and Safety Package. This update can be downloaded for free from the members section of the website. Should members wish to update their policy in line with this new template, it is recommended the following steps are taken:

- (1) Implement the policy – provide all employees with a copy
- (2) Enforce the policy, and
- (3) Review the policy as required to ensure it is relevant to your business requirements.

Members should contact the HR/IR Team on 8232 4525 if they have any questions in relation to drugs and or alcohol at work.

ADRIAN FIOCCHINI

TREASURY WINE ESTATES

STATE SALES MANAGER SA & NT



TREASURY WINE ESTATES



WHEN DID YOU JOIN YOUR CURRENT EMPLOYER?

April 2010

TELL US ABOUT YOUR COMPANY:

Treasury Wine Estates (TWE) is one of the world's largest wine companies. We have a rich heritage and a portfolio of some of the most recognized and awarded wine brands in the world. With a portfolio of iconic brands such as Penfolds, Wolf Blass, Lindemans and Wynns to mention a few, TWE is focused on portfolio premiumisation and brand-led marketing, with world class production facilities in internationally recognized wine regions.

WHAT ARE YOUR KEY RESPONSIBILITIES?

I lead the South Australian and Northern Territory field sales/key account teams to deliver sustainable and mutually beneficial sales returns for TWE and our valued business partners alike. The role calls on managing, mentoring and motivating a highly passionate and driven sales team whilst ensuring that the integrity of our brands

is maintained and achieve growth as we drive the wine category ambition.

FAVOURITE WINE WITHIN THE TWE PORTFOLIO?

Wynns Coonawarra Estate Black Label Cabernet Sauvignon....every vintage is a joy young or aged.

FAVOURITE FOOD/ WINE PAIRING?

Goolwa Cockles tossed in pasta with garlic, parsley and a high quality olive oil paired with Leo Buring Eden Valley Riesling.

WHERE IS YOUR FAVOURITE HOLIDAY DESTINATION?

On the balcony at Encounter Bay revisiting my favourite food/ wine pairing with my wife and three daughters.

IF YOU COULD ASK ANY THREE PEOPLE IN THE WORLD AROUND FOR DINNER WHO WOULD THEY BE AND WHY?

Donald Trump, Robert De Niro and any available paramedic...why... isn't it obvious?

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8233 9433

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WET WEATHER AND STILL THEY CHIPPED IN FOR THE KIDS!

The Liquor Industry Golf Club holds an annual golf day in February each year to support Children's charities here in South Australia.

This year, under sodden foot, all teams turned out to a very wet day, which shows the fantastic support the liquor industry has for this very important golf day at Grange Golf Club. The sun eventually appeared, everyone dried out and a great day was enjoyed by over 300 players and guests.

The Charity day is now a key event on the hospitality golf calendar. It is attended by many hospitality industry businesses, providers and also a gang of hoteliers who volunteer their help on the day to keep the costs down.

Many children's charities receive funds from the day, and this year it totalled over \$85,000 given to 13 various charities around SA.

These included: Youth Opportunities, SA School for Vision Impaired, Childhood Cancer, Camp Quality, Leukaemia Foundation, Labs N Life, Give Jack Ears, Time for Kids, Cystic Fibrosis, Canteen, Starlight Foundation, Unite for Kids/Advertiser Foundation and Social Justice in Schools fund – Nuriootpa High School.

Rob Gillies – Chair of the Liquor Industry Golf Day Charity Committee said that the day was a win for the liquor industry and SA children's charities.

"We have a liquor industry built on strength of relationships, and this showed on Monday when over 60 teams turned out to support the day in what was a very wet day for our golfers at Grange Golf Club," Rob said.

"We were totally wrapped that so many joined in and the major auction plus other fund- raising efforts on the day saw us raise in excess of \$80,000".

The Charity day proved exciting for 5 month black Labrador "CHIP" who walked confidently through the lunch marquee and went on stage to receive the cheque with Sue Dansie from Labs N Life – only to be stepped on by Simon Matthias from Leukaemia Foundation – all was righted when Simon lent down to comfort the paw – Chip certainly won't go unnoticed with the yelp he exhaled!

It seems that all charity is worth \$50 – Les Burdett and his media team of Jars, Greg Oddy (Mix 1023) and Neil O'Reilly (Nova) were at the BankSA hole on 7 West when the masseur asked – would you please donate and we will give you a massage? Les as money manager on the day promptly presented a \$50 and it went straight into the sealed can – seems that there were some big donors on the day as the masseur didn't even offer change – as Les rightly said to his playing group – "It's for the kids". Bad luck for the next few hole raffles that didn't score from the boys as the media funds were depleted.

The next Liquor Industry Golf Club CHARITY DAY will be held on MONDAY 5 FEBRUARY 2018 at the Grange Golf Club. If you'd like to participate in 2018 speak to the LIGC Charity Day committee coordinator today by email: robbitims@chariot.net.au or mobile: 0418 834 823.



Accountancy Services

- Bentleys Accountants 8372 7900
- Jaquillard Minns 8221 6551

ATMs

- Banktech 0478 333 297
- DC Payments / Cardtronics
0410 681 515
- Next Payments 0499 331 476

Architects & Interior Designers

- Studio Nine Architects (Abeo Design)
8132 3999

Audio Visual

- Big Screen Video 1300 244 727
- Integrate IoT 8193 4800
- Moo Music 1300 139 913
- Nightlife Music Video 1800 679 748
- Novatech Creative Event Technology
8352 0300

Background Music

- Nightlife Music Video 1800 679 748
- Zoo Business Media 07 5587 7222

Banking

- Bank SA 8424 5536
- Commonwealth Bank 8206 4035

Beer Dispense Equipment

- Andale Hotel Services 8234 0388
- Lancer Beverage Systems 8268 1388

Beverage Gases

- BOC Limited 8300 5662
- Supagas 8252 7472

Beverages

- Accolade Wines 8392 2238
- Asahi Premium Beverages 8276 4888
- Australian Liquor Marketers Pty Ltd
8405 7744
- Brown-Forman Australia 8418 7104
- Carlton & United Breweries 8416 7819
- Coca-Cola Amatil 8416 9547
- Coopers Brewery 8440 1800
- Diageo Australia 8245 9300
- Empire Liquor 8371 0088
- Lion 8354 8888
- Liquor Marketing Group (Sip'n Save)
8416 7575
- Options Wine Merchants 8346 9111
- Macaw Creek Wines 0409 625 642
- Pernod Ricard Australia 8208 2400
- Red Bull 02 9023 2935
- Samuel Smith & Son 8112 4200
- Treasury Wine Estates 8301 5400
- Vintage House Wine & Spirits
8397 7100

Bookkeeping

- Brisban Hospitality Consulting 8235 1594
- Winnall & Co. 8431 9447

Cabinet Makers

- John Reuther Cabinet Makers
8234 9600

Cleaning Supplies

- Chemform 1300 201 144
- Cobalt Blue Australasia 8352 3881

Energy

- Bulk Energy 1300 462 855
- Make it Cheaper 02 8880 1490
- Trans Tasman Energy Group
1300 118 834

First-Aid

- AlSCO 8346 1391
- St John 0488 178 823

Food Services

- Galipo Foods 8168 2000
- Holco Fine Meat Suppliers 8162 8400
- International Oyster & Seafoods
0412 392 551
- PFD Foodservice 8114 2300
- Wills and Daniel 8260 7776

Furnishings

- Concept Collections 1300 269 800
- James Richardson Corporation 8211 8966
- The Table & Chair Co 8354 3266

Gaming Machine Services

- Ainsworth Game Technology
0408 462 321
- Aristocrat Technologies Australia
8273 9900
- Global Gaming Industries 0409 283 066
- IGT 8231 8430
- Independant Gaming Analysis 8376 6966
- Konami Australia Pty Ltd 0409 047 899
- Macmont Gaming Supplies 8340 1322
- MAX Systems 8275 9700

Gambling Services

- The Lott 132 315
- UBET 8354 7300

Glass

- O'Brien Glass 8259 9211

Hotel Brokers

- McGees Property Hotel Brokers
8414 7800
- Steele & Associates Hotel Brokers
8232 1566

Hotel Management

- Brisban Hospitality Consulting 8235 1594
- H&L Australia Pty Ltd 8291 9555

Hotel Marketing

- Drinking Buddy 0431 616 025

Ice Makers

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- Lancer Beverage Systems 8268 1388

**Information Systems/
Site Preparation**

- MAX Systems 8275 9700

Insurance

- Aon Risk Solutions 8301 1111

I.T. Products & Services

- Vintek 1300 001 337

Kitchen & Bar Equipment

- Andale Hotel Services 8234 0388

- Bunzl Hospitality Supplies 8245 6200
- Lancer Beverage Systems 8268 1388
- Ozicater 1300 694 228
- Silverchef 1800 337 153
- Stoddart Manufacturing & Food Service
Equipment 0427 106 103

Labour Hire

- Skillhire 8349 3400

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- Duncan Basheer Hannon 8216 3389
- DW Fox Tucker 8124 1910
- Foreman Legal 8370 8500
- Ryan & Durey Solicitors 6166 9000
- Solomon Humble 8232 3300
- Wallmans Lawyers 8235 3000

Media

- Boylen 8233 9433
- FIVEaa 8419 1395
- InDaily 8224 1600

Music Licensing

- APRA/AMCOS 8331 5800

Onhold/Messaging

- Moo Music 1300 139 913

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- Sage Payroll & HR 1300 729 229
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- Knight Frank Valuations 8233 5222

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- Bidvest Hospitality Supplies 8245 6200
- Lancer Beverage Systems 8268 1388

Sports & Entertainment Media

- Foxtel 1300 138 898
- Fox Sports 0499 660 023
- Sky Racing 02 9218 1755
- Punt Club 8120 4880

Staff Training & Recruitment

- HITsa Industry Training 8267 3000

Superannuation

- HostPlus Pty Ltd 8205 4965

Table Linen

- AlSCO 8346 1391

Websites

- Boylen 8233 9433

Workers Compensation

- Employers Mutual 8127 1100
- Gallagher Bassett 8177 8450

PLATINUM

16/17



GOLD

16/17



SILVER

16/17

- Ainsworth Game Technology
- APRA Amcos
- Aristocrat Technologies Australia
- Australian Liquor Marketers
- Big Screen Video
- BOC Limited
- Boylen
- Empire Liquor
- Employers Mutual
- Foxtel/Fox Sports
- IGT
- InDaily
- Independant Gaming Analysis
- Integrate IOT
- James Richardson Corporation
- Konami Australia Pty Ltd
- Liquor Marketing Group – (Sip'n Save)
- Novatech Creative Event Technology
- Options Wine Merchants
- Ryan & Durey Solicitors
- Samuel Smith & Son
- Sky Racing

BRONZE

16/17

- AlSCO
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- BankSA
- Bentleys Accountants
- Brown-Forman Australasia
- Bulk Energy
- Cashcard
- Chemform
- Cobalt Blue Australasia
- Commonwealth Bank
- Concept Collections
- DC Payments/Cardtronics
- Drinking Buddy
- Duncan Basheer Hannon
- DW Fox Tucker Lawyers
- Global Gaming Industries
- Higgins Coatings
- HITsa Industry Training
- International Oyster & Seafoods
- Jaquillard Minns
- Knight Frank
- Lancer Beverage Systems
- Macmont Gaming Supplies
- Macaw Creek Wines
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- Punt Club
- Sage Micropay
- Silverchef
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- John Reuther Cabinet Makers
- Red Bull
- Vintek

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



TIM BOYLEN

Boylen +

PH 08 8233 9433

tboylan@boylan.com.au



MARKETING FUTURE IS IN YOUR HANDS. LITERALLY.

If your website and booking systems aren't optimised for mobile, it's like living on Kiribati. Most of the population has had to move to one island because the rest have been swallowed up by rising ocean levels.

The rising tide of the mobile phone is too big to be ignored.

Just look around your hotel. Most people will have a smart phone with them and many will either have it out on the table in front of them - or they will be actively engaged with it, even in the company of others.

It's this ability to multi-task with the phone that is critical. The phone is a tool. And it's a tool for the "I want it now" society we live in.

That's why you see surveys showing that almost 50% of those who took part had booked a hotel room or a flight while they were travelling. In many cases, it's reported to be the next 24 hours, which is 'last minute' in travel terms.

It's healthy to distrust such figures. But look around your hotel again. You'll notice that phones have become bigger so that people can do more with them.

With the growth of Asian travel into Australia, it's also good to know that "travellers are also beginning to book more expensive packages

on smartphones, particularly in Asia-Pacific," according to Travel news site, Skift.

HOW CAN YOU ADAPT TO THE BOOM?

- Make sure your website and booking portal automatically reorganises its layout to **suit smaller devices**. That's called responsive design.
- **Prioritise your content.** A clickable phone number and location map should figure high in your thinking.
- Include **"calls to action"**. For example, a Book Now button.
- **Buttons need to be large enough to be clicked.** Input fields (forms) need to be large enough to be easily used. Design for "fat fingers".
- **Simplify the booking process.** Too much is too hard on a smaller screen.
- If **last minute bookings** are what comes via mobile phones, make sure this is featured and promoted (eg. Last Minute Special).
- Ensure your **payment system is super fast**. Some providers are still slow and clunky.

LICENSEE TRANSFERS NOVEMBER 2016

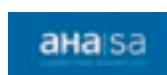
HOTEL	LOCATION	DATE GRANTED	NEW LICENSEES
Royal Arms Hotel	Port Adelaide	4/11/2016	Bamyam Pty Ltd
Commercial Hotel	Strathalbyn	9/11/2106	Stake Hotels Pty Ltd
Mawson Lakes Hotel	Mawson Lakes	9/11/2016	Shutters Holdings Pty Ltd
Hotel Crown	Victor Harbor	11/11/2016	Shutters Holdings Pty Ltd
Coburn Hotel	Cockburn	21/11/2016	Cock Burn Progress Association
Transcontinental Hotel	Quorn	24/11/2016	A & P Finlay Pty Ltd
Commercial Hotel	Burra	28/11/2016	Crisdang Pty Ltd

WELCOME TO OUR NEW MEMBERS

HOTEL
Rising Sun Hotel Lobethal
Peterborough Hotel
Commercial Hotel Burra

LICENSEE TRANSFERS DECEMBER 2016

HOTEL	LOCATION	DATE GRANTED	NEW LICENSEES
Royal Exchange Hotel	Kadina	1/12/2016	Pomery Family Nominees Pty Ltd
Prince of Wales Hotel	Kapunda	2/12/2016	Linda Smith
Cradock Hotel	Cradock	15/12/2016	DCHA Holdings Pty Ltd
Botanic Bar	Adelaide	16/12/2016	Ejuro Pty Ltd



OFFICE HOLDERS

CONTACT

Street Address: Level 4, 60 Hindmarsh Square, Adelaide SA 5000
 Postal Address: PO Box 3092, Rundle Mall SA 5000
 Telephone: (08) 8232 4525
 Toll Free: 1800 814 525
 Fax: (08) 8232 4979
 Email: information@ahasa.asn.au
 Web: www.ahasa.asn.au

COUNCIL

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Publisher: Boylen Ph: 08 8233 9433 Address: Level 3, 47 South Terrace, Adelaide, SA www.boylen.com.au



Tim Boylen Managing Director tboyle@boylen.com.au
 Jamie Richardson Advertising sales@boylen.com.au

Cindy Ridgwell Studio Manager
 Henry Rivera &
 Andrew Williams Graphic Designers

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