

Hotel SA

The Official Publication of THE AUSTRALIAN HOTELS ASSOCIATION (SA branch)

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Basheer Dynasty

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06 The Basheer family name is no stranger to the South Australian hotel industry with a fascinating history and a promising future.

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President's Report

Peter Hurley, AHA|SA President

Never Say Never

There is a first for everything. State Premier and Treasurer Jay Weatherill has broken new ground in purposefully meeting with various industries and interests prior to delivery of the June budget.

The Premier, his immediate advisers and I met for close to an hour discussing hotel industry concerns, ambitions and expectations.

I was invited to talk about the cost of doing business in this state and the various levels and complexities of government administration (otherwise known as red tape).

There is no doubt that this State Government has many challenges in how to fund their obligations let alone any ambitions.

That said, it was refreshing that the Premier, wearing his dual hat of Treasurer, took the initiative to allow industries like ours to make our points and share our expectations for the future.

First Aid

We all agree that a safe workplace is a good workplace. No employer in their right mind wants to expose their employees to risk.

In the early stages of Hospitality Group Training we discovered a worrying number of lacerations and injuries among our apprentices, so we introduced a basic knife skills course which they had to complete before we allowed them into the kitchen. This dramatically reduced the number of injuries sustained.

Safe Work Australia has recently introduced a new first aid code of practice. Last month, in a Fran Kelly interview on ABC Radio with Peter LeCornu, CEO of St John's Australia, it was stated that some 90 per cent of Australian businesses are failing to meet their new first aid obligations.

Given that most people spend the majority of time outside the workplace, will this mandatory training soon be extended to the home? After all, there is nothing unique about the

workplace – employees are as likely to injure themselves at home as they are at work.

If it is as important as we are told it is, then why is it not compulsory to be taught in all schools? It is important for employers and employees to have an understanding of first aid and injury prevention, but when the training comes as an added cost to businesses, with courses starting at about \$200 per employee, the regulations need to be revised.

Mad March

Here's another observation I will make that may be seen as politically incorrect.

Mad March is a time of the year when Adelaide comes alive. Our streets are filled with social events, and our parklands are overtaken by shows such as The Garden of Unearthly Delights and Gluttony.

While this is fantastic for Adelaide's CBD, it is a nightmare for suburban hospitality businesses because the majority of leisure dollars are piled into one space.

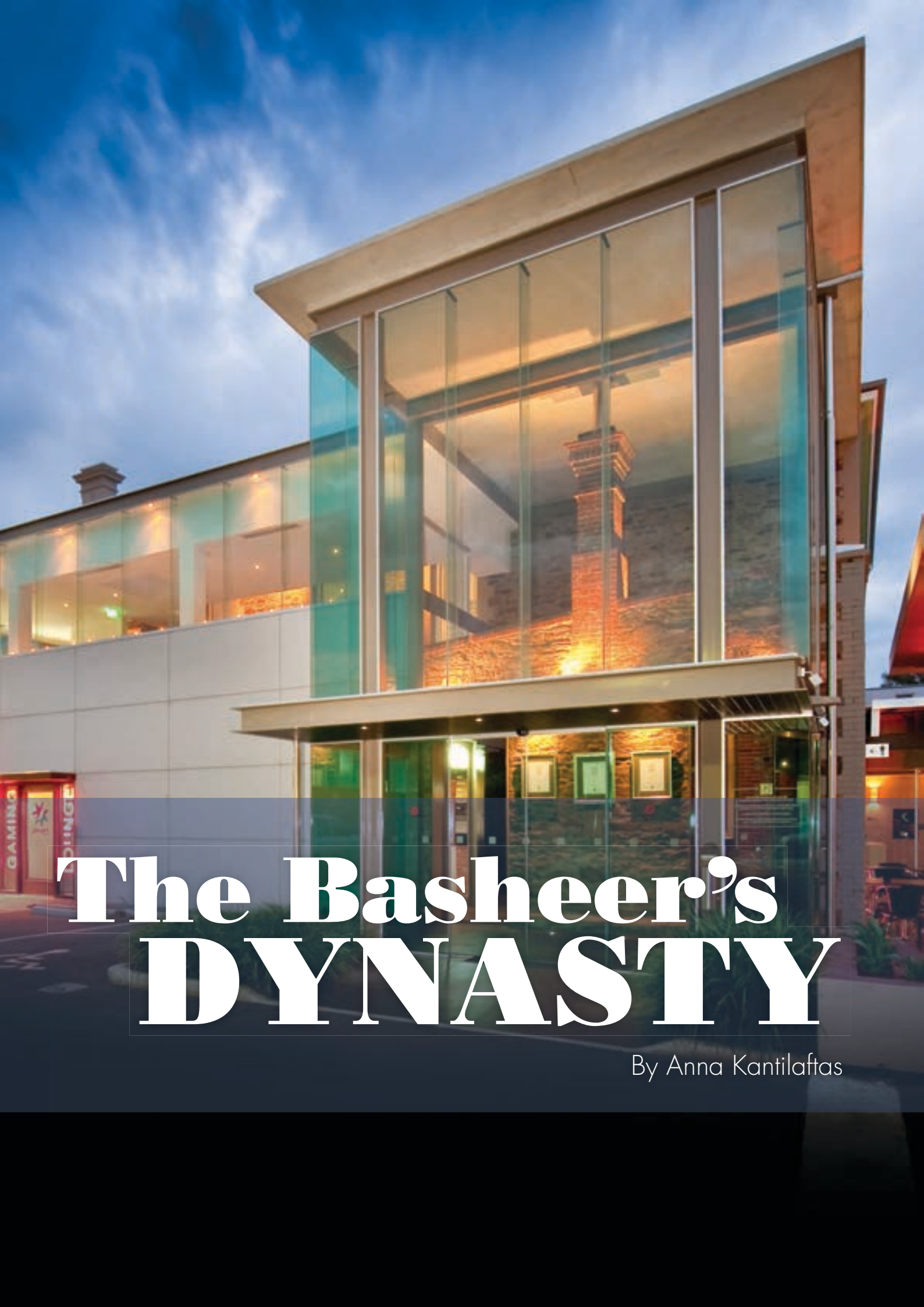
There have been reports of establishments recording their worst figures in a decade during Mad March.

That means fewer hours for staff, who are mostly tertiary students relying on weekend work.

I propose that the Fringe should be taken to the people, to the suburbs! Yes, let's keep the CBD humming – but let's not make it an exclusive enclave.

The Arkaba survives the Fringe because it hosts shows throughout the month which creates traffic, but not all hotels are able to do so. So let's work to take this wonderful time on our calendar out to established venues – including restaurants – that operate outside the inner city.

Which brings me to my final point. It warrants consideration as to whether the beverage offer in The Garden of Unearthly Delights should be open to tender. At the moment it is run by an interstate company. Is there no South Australian operator capable of doing the same?



The Basheer's DYNASTY

By Anna Kantilaftas

With a history dating back 84 years, the Basheers know the forever changing tides of the South Australian hotel industry better than most.

From humble beginnings, the family hotel group is now much larger than the late Fred Basheer could ever have imagined as a young boy growing up in country SA.

Today, the Basheer name is one of the most respected in the industry with Fred's son David leading the group's three hotels – the Strathmore Hotel, Woodville Hotel and Brompton Hotel.

But to do justice to such a legendary tale, we must start from the beginning.

The journey began in 1929 with the ownership of a small country pub, the Kalangadoo Hotel.

After emigrating from Lebanon and running a small deli in Adelaide, Archie and Labeebee Basheer made the move to Kalangadoo and bought the lease for the hotel, which they ran for some four decades.

"My grandparents emigrated from Lebanon in the late 1920s and they owned a deli where Alphutte is now. Why someone with a deli decided to move from Lebanon to Adelaide to Kalangadoo – your guess is as good as mine. But our family owned the pub there for about 40 years, a small country pub that fed three families," David said.

Fred started working in the family business as soon as he returned from schooling in Adelaide, and it wasn't long before he made a name for himself in the community.

He was an active member of society as a representative on the Penola District Council, Chairman of the Local Institute Committee and Chairman of the War Memorial Park Committee – you could say he thrived on civic responsibilities.

While he was passionate about the community and the hotel industry, Fred was also an avid supporter of community sports, sitting on the committee of the Kalangadoo Football Club where he later became Chairman and President.

In 1961 he met his wife Nadia in Lebanon. The duo returned

to Kalangadoo and raised three children, David (1963), Rick (1968) and Sonia (1972). Two years after their last child, they sold the pub and moved back to Adelaide to run the Strathmore Hotel, now their flagship venue.

"My grandmother was walking with my dad and uncle in the 1970s and as they passed the Strathmore, she said 'I think we should buy this hotel'," David recalled.

"They explained to her that things in the city aren't quite that simple and you can't just make decisions like that. About two or three weeks later, we owned the hotel.

"They were just country people who had a crack in the city," he said.



Fred Basheer talking to a crowd with David as a young boy (left).



Max, Fred and Sam Basheer outside the Strathmore Hotel.

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At the same time as the Strathmore, the family owned bottle shops and other hotels, including the Log Cabin Hotel in Penola, which they owned until 1977, and the Woodville Hotel, which was purchased in 1975.

It was at this time Fred also joined the Sturt Football Club committee and became Chairman in the early 1980s, as well as becoming a foundation Vice President of the Adelaide Crows.

Fred was an avid member of the AHA, joining the AHA|SA Council in 1961, Executive Council in 1974, became Vice President of the Association from 1976-1990 and the President from 1990-1994.

He successfully lobbied for the introduction of gaming machines in SA and later became Chairman of the Independent Gaming Corporation.

He was National President of the AHA between 1991-1993, in which time he oversaw the establishment of the AHA National Office in Canberra. He became a Life Member at both a state and national level and the first Chairman of the AHA's Hospitality Group Training (HGT).

Fred was also the Deputy Chairman of the Australian Tourism

“With such an active life and career in the hospitality industry, it was only natural that David would want to follow in his father’s footsteps.”

Industry Council from 1994-1995 (the first South Australian to be appointed to a national tourism organisation) and inaugural Chairman of Sip'N'Save.

He was later awarded the Order of Australia Medal for his service to the tourism and hospitality industries.

With such an active life and career in the hospitality industry, it was only natural that David would want to follow in his father’s footsteps.

Continuing the legacy

In its third generation, David continues to run the Basheer hotels with his sister Sonia, brother Rick, uncle Max and cousin Jamie all having various financial interests. David’s wife Trina runs the office, whilst the family has entered a fourth generation with Max’s granddaughter Georgina having completed year 12 and working at the Strathmore on weekends.

It was a natural path for David, who also worked at the same time as a journalist for almost 15 years in his own sports publishing company.

“Journalism was just a moment in time – it was never going to be a long term career,” David said.

“It all started as a kid, I was only allowed to go to the races with dad if I collected the glasses around the beer booths.

“In a small country pub like Kalangadoo, times were tough and sometimes you had to bend the rules to make a quid. Sunday mornings were very lucrative because the pubs use to have to close, so my job was to stand on the corner and make sure the local policemen weren’t coming – that was my introduction to the industry,” David said with a smile.

“I grew up at the hotel and did odd jobs around the pub as a kid, so my move into hotels was probably just evolution.”

When Fred passed away in 2006, he had been slowly easing himself out of the business for the previous decade, progressively aiding David into the industry from the age of 19.



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The Strathmore hotel.

"Once I started fulltime, the responsibilities gradually grew from there," he said.

Today, David is truly encompassing the phrase 'following his father's footsteps' and has also made a large contribution to the hotel and football industries.

From 1996 to 2007 he sat on the Board of Port Adelaide Magpies in the SANFL where he assumed the role as President for the last four years. In 2008 he joined the Port Adelaide Power Board, which he sat on until 2012. Not surprisingly, their different football allegiances were a volatile topic between David and Fred.

Currently, David remains on the IGC Board and is Vice President of the AHA, a combined workload that he jokingly said provides him with a "very quiet lifestyle".

"Dad was with the AHA for a long time, and as a kid I have fond memories of mum and dad packing their bags and going to conferences and events. When Peter Brian came and saw me to tell me the Vice President position was available, I thought it would be a good idea to put my hand up," he said.

The dynasty today

Currently, the group employs about 130 people across the three hotels. But while the Basheer name has been a part of the hotel industry for decades, David said it hasn't always been easy.

The recent economic downturn saw a shift in people's spending habits and trends in the hotel industry.

"Because of the Global Financial Crisis, burns on seats didn't

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change much, but people's spending patterns certainly did. The corporate credit card disappeared so when people are paying their own way they tend not to be quite so generous," he said.

"At the Strathmore our café trading has increased significantly which has probably come from our traditional restaurant trade upstairs. By nature, people are looking to dine more casually, add that to the GFC and money being pretty tight and it's no wonder the café option is so attractive."

But David said the two major events that changed the industry were SA Brewing's deal and the introduction of pokies, which his father played a major part in.

"The SA Brewing deal in the early 1990s allowed many hoteliers to buy our hotels freehold. That affected the Woodville positively and it was a big decision for us back then but one we have never regretted. It was a major breakthrough and gave us security in something the next generation will probably enjoy more than us.

"Pokies in 1994 were another game changer. It made pubs more female friendly and gave us the opportunity to redevelop our venues into some of the best pubs in the country."

With the ever-changing environment of government regulations, hotels have to constantly modernise the facilities. What was once a business built around a good beer, has become so much more.

Hotels today must encompass a social aspect, good food trade, an extensive wine list and the constant need to attract customers with new entertainment, specials and refurbishments.

"The moving goal posts are difficult at the moment," David said.

"You tend to invest in an area thinking that's the right thing to do and then the government regulations change and it can significantly impact that. It's difficult enough because there are so many more options with the leisure dollar so you have to continually reinvent yourself.

"The minute you stand still is the minute you go backwards. Standing still is just not an option."

In a landlocked pub such as the Strathmore, David is the first to acknowledge that every hotel comes with its own hurdles.

"The minute you stand still is the minute you go backwards. Standing still is just not an option."

With the trends in outdoor dining and drinking growing rapidly, particularly since new smoking laws came into force, the Strathmore Hotel faced the challenge of incorporating an external area in a pub that had nowhere to extend.

In 2007 the first outdoor space was incorporated into the pub, and doubled in size in 2010 when an additional area called the Birdcage opened in late 2012.

"It's difficult because you know what you want to do but sometimes it's not that easy. It's really important pubs have an opportunity to get their investments paid before any laws are changed because a lot of hotels make commitments to comply with legislation and it's important they have an opportunity to realise the return on their investment."



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As such, David said the hotels' food trade is very much the focus. The Strathmore was the first in South Australia to introduce Stonegrill dining – a unique point of difference.

Stonegrill is when granite stones, which are mined in Mintaro, are heated to 400 degrees. It takes approximately eight hours for one stone to heat once they have been used and washed, and they stay hot for about an hour, allowing your meal to cook before you to your individual liking.

"We never thought for a minute it would be as successful as it has been," he said.

"We have built our operation around the Stonegrill now. I think it's a great place for a first date because it gives you something to talk about if things aren't going so well," he said.

Wherever the path leads

While the Basheer group doesn't have plans to extend its hotels at this stage, the development at Adelaide Oval and the Riverbank Precinct open up many possibilities for 'The Strath'.

"We are in a consolidation phase at the moment but depending on what happens we would see the need to move with the times at the Strathmore. We are looking at a few different options but we are waiting to see the state of play before we make a final decision."

As well as his hotels, David began catering for the Police Club early in 2012, extending his business outside the three pubs. The small venue in Carrington Street had good function facilities with a growing food and beverage trade.

"They were looking for someone to oversee it for them. It's been good fun but it's very different to pub life because there is a small community. The Police Association is very committed – there used to be a club in every state but this is the last one left."

Passion driving the industry

Despite the ups and downs, the history of the Basheer group is unique and is the drive behind David's love for an industry he has been a part of for so long.

The people, the excitement and the unpredictability of hotels are just a part of what draws him to continue the legacy his grandfather started so many years ago.

"We are an industry that is constantly changing, but the one thing that will never change is that we are a people industry," he said.

"The industry gives you the opportunity to meet a whole range of different people who wander into your pub. With so many great pubs in SA we are seeing a lot more families in our venues and that has been a really positive change."

David said he is proud of what the group has achieved and is thankful to his family and loyal staff for all they have contributed to his business over the years.

"I have been so incredibly lucky to have had some really loyal and talented staff work for me. Several of my senior staff started in junior roles with us.

"To see them develop as employees and people is fantastic. Others have gone on to run their own hotels and restaurants and we take real pride in them and their achievements.

"We are a real collegiate industry. By nature, publicans and industry people are sociable characters and sharing good times with them is always a highlight."

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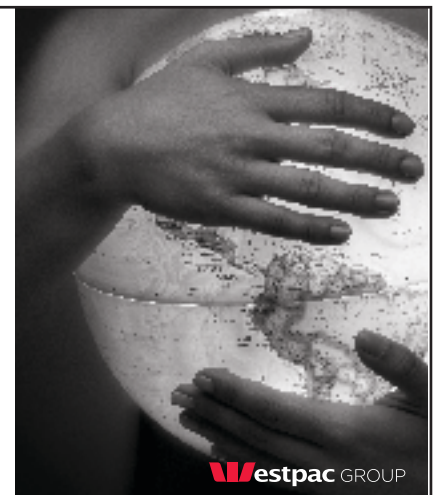
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HEATING UP

As the weather begins to cool down, hotels need to start considering ways for patrons to keep warm.

With a major shift in trends to outdoor dining, hotels' biggest challenge is heating beer gardens during the cooler months.

But with the massive spike in energy costs, heating has become even more complicated.

There are plenty of options out there for hoteliers wanting to keep patrons warm and still save on energy costs.

REAL FLAME CELEBRATE 30 YEARS

2013 marks the 30th anniversary for Real Flame. From humble beginnings back in 1983, they have grown to be the true leaders in gas fireplace technology in Australia. This year, Real Flame is leading the way with another exciting new product – Captiva Island.

The Captiva Island is a balanced flued direct vent glass fronted gas fire that comes in two variations. A two sided see

through version with glass front and back and a three sided version with glass front, back and on one end. Both have an energy efficiency star rating of 2.8, but can deliver up to 4.5 stars in certain flue configurations. The Island is capable of heating up to 130 square meters depending on location and insulation values.

The Captiva Island incorporates unique double glazing that enhances and promotes the exciting flame pattern that Real Flame are known for. A standard Remote System allows the fire to be thermostatically controlled. The flame will modulate in seven steps between high and low with temperature changes.

The Captiva Island can be incorporated in a simplistic fashion using a two or three sided black trim as standard or an optional stainless steel kit can be used which includes stainless steel trims, louvers and burner surround. One has the choice of ceramic coals and logs or ceramic pebbles and is approved for both Natural as well as LP gas.

The modulating burner allows the fire to only run as high as required to maintain the required room temperature, thus reducing the amount of gas consumed resulting in lower running costs.

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Real Flame pioneered the first AGA approved power flue system in 2004. Prior to its development, open fronted gas fires were restricted to using a vertical flue, which prevented installations in many situations where a fireplace could have a real impact, like hotel foyers and restaurants. The power flue enables the installation of open fronted gas fireplaces in virtually any situation with a horizontal flue run of up to 13.5m incorporating up to four 90 degree bends.

The Real Flame power flue system has been used with great success in many applications including Crown Casino, Saffire and Dee Why Hotel.

For further information visit www.realflame.com.au





WOMEN IN HOTELS

The first 'Women in Hotels' networking event for 2013 was held on March 19 at the Robin Hood Hotel.

Over thirty hoteliers attended the meeting of Members with the 'Women of the AHA|SA' making a comprehensive presentation on the issues affecting the South Australian hotel industry.

The hoteliers were then joined by AHA|SA Corporate Sponsors in the 1862 Bar for an informal network after the meeting.

Thank you to the Robin Hood Hotel for hosting such a successful event, the sponsors for their generous support and to all that attended.

Next event: Winter Function, Tuesday, June 25.





1. Patsy Henwood – Federal Hotel Semaphore, Kerri Hollows – Options Wines, Jill White – Arab Steed Hotel. **2.** Emma Sawry – Samuel Smith & Son, Mel Belcaro & Lil Ryan – Hotel Richmond. **3.** Emily DeCaux – Stirling Hotel, Stacey Ireland, Carmen Childs & Linda Noack – Belair Hotel. **4.** Mandy Collins - Robin Hood Hotel, Hayley Willsch, Jackie Keatch & Lucy Waterman – Edinburgh Hotel. **5.** Stacey O’Farrell – Rob Roy Hotel, Julie Wood – Diageo. **6.** Sarah Legoe, Wendy Bevan & Katherine Taylor – AHA|SA. **7.** Sonia Wise – Brompton Hotel, Brenton Quirini – Empire Liquor, Rebecca Barnes – Strathmore Hotel.

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SMITHY'S SHOUT and ABOUT



I caught up with Robbie Warren of the **Commercial Hotel** in Mount Gambier for breakfast on Friday, March 22. The previous day we had an AHA regional meeting at the **Mount Gambier Hotel** and went to the local race course for the Publican's Race Day.

I met with Robbie to discuss the issues we are confronting within the industry and to confirm if country hotels are experiencing the same difficult operating environment as their counterparts in the metropolitan areas.

First let me tell you a little about Robbie's history – I must say, Robbie was very reluctant to do this however with some coercion he agreed.

Robbie leased the Commercial Hotel, Mount Gambier in January 1989; he also has interests in two other South East hotels.

His involvement in the hospitality industry was prompted by a stint overseas in 1978 during which time he spent six months driving a double decker tour bus across Europe and

three months working in a West London pub. The details are a little hazy, particularly around his time "on tour," however the experience was enough to ignite a lifelong career in hospitality and a passion for the Queens Park Rangers Football Club.

On his return to Australia in 1979 he encouraged his parents Max and Hope Warren to purchase the Commercial Hotel (now **The Bushmans Inn**) in Naracoorte when it became available. They ran the hotel successfully as a family business with Robbie's two sisters Margaret and Susie before selling in 1985.

Robbie played cricket and football for Naracoorte winning a Best-and-Fairest for their footy club; as well as being part of a premiership with the Naracoorte United Soccer Club. During this time his father Max was often quoted saying "too much play and not enough work." Some say this still applies.

In 1985 Robbie's parents took on **The Gilbert Hotel** in Adelaide and Robbie and his then wife Wendy went home



Robbie Warren – Commercial Hotel, Suzanne Judd – Beachport Hotel & Tony Manual – Options Wines.

to where the original family farm was located, taking over the Tiger Hotel in Tantanoola.

His sporting involvements continued winning both the football and cricket premierships with Tantanoola in 1986.

During his time at the Tiger, both his children, Jock and Anna, were born.

In 1988 the young family moved to Mount Gambier where in January 1989 the Commercial Hotel was purchased.

Robbie has just passed the significant milestone of 24 years as a publican at the Commercial Hotel.

During his tenure, there have been two full refurbishments and he has built the hotel's reputation for good value meals and live entertainment. It has not been all work however, as he has found time to become a Life Member and 20 year player at Appollo Soccer Club.

Robbie believes the days of telephone numbers for hotel purchases are gone and the increased license fees, carbon tax, price rises in electricity, and government imposed administration and compliance requirements, are seriously damaging small businesses – the life blood of country Australia.

Robbie said, "With five federal ministers for small business in Canberra in five months, is it any wonder that small business has no confidence in government."

The lack of business experience in this country's current decision makers means they have little understanding of the ramifications of their actions and even less idea of how important these businesses are to country and regional communities. Where do local sporting clubs and charities or volunteer organisations look for the means to exist – the local pub is the first place they go. For some isolated rural people, the local pub is one of the few places they can go to for mateship and a chat. It would be very difficult to establish the untold economic and social cost of a country town losing its pub.

Robbie laments the passing of the days of when it was as simple as 'a good beer made a good pub'.

Publican's Race Day at the Mount Gambier Races

We also had our regional meeting at the Mount Gambier Hotel followed by the Mount Gambier Races for the Publican's Race Day. And what a day is was! Many thanks must go to Guy Matthews for organising the day. He arranged the buses to pick up the punters from his hotel and deliver them back safely after the races. He also arranged the sit down lunch for our Members and Sponsors – the only thing he didn't organise was the winners. I'm talking through my wallet of course! I had a bad day on the punt but a great day at the races. Thanks and well done Guy.

Also on race day there were a couple of competitions, one was for the hotels and the other for all the punters. You would not believe this but Dianne Heffernan won the punters



Robbie Warren ready for the West End bowls Day at Mt Gambier.



Dianne Heffernan – punters club winner & John O'Conner – President of the Mount Gambier Racing Club.

competition (which was to pick the most winners from the last six races) and her hotel, The Beachport Hotel, won the hotel betting competition. It was a betting competition pitching hotel against hotel, with the hotel that could accumulate the most money from a starting stake of \$250 – the victor keeping all their winnings of course plus getting a full page add in *The Border Watch* newspaper. I think Dianne should have won best dressed as well!

Prior to our regional meeting Guy asked the publicans if they

were happy having the meeting, in the morning and going to the races for the Publican's Race Day in the afternoon each year. It was unanimous that we continue with this arrangement. So make sure you put it in your dairy for next year's event. The date is March 27.

Macs Hotel

What a fantastic refurbishment and new look inside the **Macs Hotel**. Well done to Tim Dean, what a great concept for a hotel – if you haven't seen it you should. I was



Sean Holmes – CUB & Linda Boylan – Commercial Hotel.



Alex & Amanda Gordon – Somerset Hotel.



David Gillies – Bidvest, Greg Cordingly – Reward Distribution & Nedd Golding – Robe Hotel.

enormously impressed with what had been done, they have turned a (sorry for this) very average looking hotel into a place that's inviting, unusual, charismatic, captivating charming and fascinating. I spent quite a bit of time just wondering through the hotel looking at the wall art, the usual and unusual décor, the numerous pieces of strange, odd and curious lighting and just the wonderful mix of the old, the new and the strange.

Some important dates to remember

• Hotel Management Plan

The Management Plan for your hotel must be completed by April 18. Current staff have to be trained in the Management Plan by July 18, 2013 and any new staff employed after January 18, 2013 have to be trained on induction.

• RSA Responsible Service of Alcohol training.

Staff employed prior to January 18, 2013 must be trained in RSA by January 18, 2014. New staff must be trained in RSA within three months of starting date.

Call Liz at the office on 82324525 if you have staff requiring RSA training.

• Fairwork Information Statement

All Members are reminded that all employees must receive a Fair Work Information Statement prior to the commencement of their employment.

• Work Health & Safety Legislation

Members are reminded the new work and safety legislation commenced January 1, 2013.

Please refer to the AHA booklet or go to the AHA website for more information on this legislation.

Don't forget the AGM on Monday, May 6 and nominations for the Hotel Awards for Excellence which close on Friday, May 17, 2013.



Karen & Toby Henschke – Keith Hotel.



Michael Broadby – Crown Inn, Luke Hann – Robe Hotel & Tom Gardner – Crown Inn.

TalbotOlivier

LAWYERS

Goodbye Talbot Olivier, (hello) Rockwell Olivier

In May 2013, Talbot Olivier will be joining forces with Argyle Lawyers (Sydney) and Rockwell Bates (Melbourne), to become Rockwell Olivier, a law firm servicing local, national and international markets.

Rockwell Olivier is proud to announce its continued support of the Australian Hotels Association (SA) and its members.

For more information about this exciting transition or our services, please do not hesitate to contact me.

Jarrod Ryan

T: (08) 9420 7189

M: 0421 595 815

E: jryan@talbotolivier.com.au



Regional presentations and lunches

The AHA conducted regional meetings for the Murray Mallee area on February 12 at the **Barmera Hotel**, for the South Coast Hills at the **Stirling Hotel** on February 19 and for the South East at the **Mt Gambier Hotel**, including the Publicans Race Day on March 21. These hotels had brilliant facilities to conduct presentations. The Barmera and the Stirling had separate dining areas where Members could sit and relax while having lunch with Sponsors. In Mount Gambier everyone enjoyed lunch at the Publican's Race Day at the Mount Gambier Races.

The AHA would like to thank all the hotels and especially the

staff for providing great service and superb food to all hoteliers and sponsors on these days.

The regional presentations on the day provided Members with updates and information that is relevant to the South Australian hotel industry. A number of issues confront the industry at present and the meetings keep the hoteliers informed.

The AHA would also like to thank the Sponsors who willingly supply products for the luncheons.



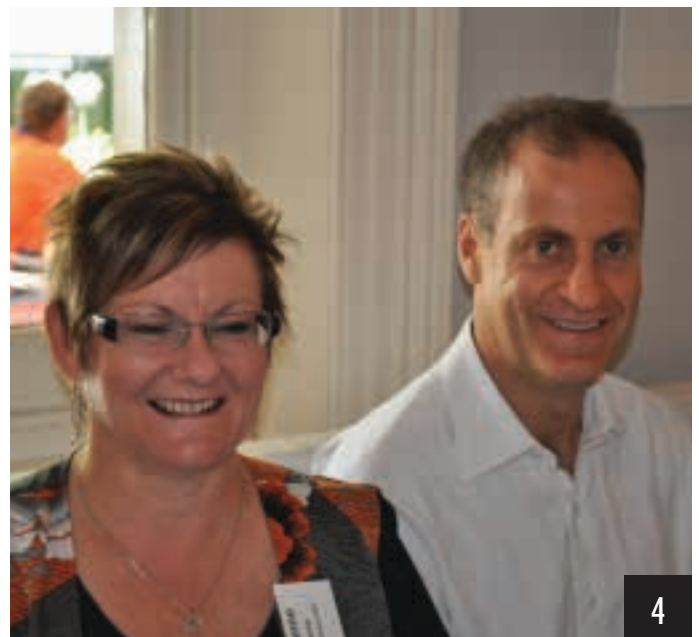
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1. Melinda McCauley – Alma Hotel & Julie Anne Trezise – Riverside Hotel 2. John Langford – McGees Property & Rodney Kennedy – District Hotel 3. Wally Woehlert – Gaming Care & Sam Tracy – Barmera Hotel 4. Yvonne Minne – Hagen Arms Hotel & Rick Basheer – Moore Stephens 5. Mark Jolly & David Hissey – Hotel Victor 6. Matthew Jones – Table & Chair Company, Michelle Berry – Wallis Tavern & Nicolette Gilman – Lion 7. Alan Schwartz – CUB, Linda Noack – Stirling Hotel & Kate Walters – Victoria Hotel.

Reducing the cost of workers compensation in the hotel industry

Employers Mutual is a recognised industry leader in workers compensation case management services. We are proud of our partnership with the Australian Hotels Association of South Australia (AHASA) and offer its members tailored solutions and products to improve return to work outcomes and help reduce the cost of workers compensation.

Member Benefits Program

We are a proud silver corporate partner of the AHASA and we have supported employers in the South Australian hotel industry by allocating \$70000 in funds through our Member Benefits Program over the past 4 years to establish workplace health and safety programs to minimise the impact of work related injuries and illness.

We are pleased to be able to offer our employer clients a range of interactive health safety and learning products and we seek the support of employers in the hotel industry to select Employers Mutual as its WorkCover agent of choice when the opportunity arises later this year.

Our key services include:

- Claims and injury management
- Member Benefits Program
- Employer education and training programs
- Employer onsite visitation program
- Employer reporting tools to help you manage your claims

We help people get their lives back



Employers Mutual
Since 1910

For further information

contact us toll free on 1300 365 105
or visit our website:

www.employersmutualsa.com.au



2013 AHA|SA Hotel Industry Awards for Excellence

Now is the time to nominate!

The AHA|SA Awards for Excellence are recognised as the most prestigious awards in the hospitality industry, honouring the achievement of excellence in a wide range of categories. This on-going commitment to excellence ensures our state's hotels are without peer in Australia.

The annual AHA|SA Awards for Excellence provides a prime opportunity to showcase your venues and be proud of your achievements. For the winners, it also brings fabulous marketing, advertising and endorsement opportunities that are invaluable to your hotel. All award winners are presented with a magnificent framed certificate as well as a finalist logo which can be used for your hotel's overall marketing and promotional campaign.

Winners of the Awards for Excellence will be announced at the annual Gala Dinner being held at the Adelaide Entertainment Centre on Tuesday, July 23, 2013. The AHA|SA Awards for Excellence is the highlight of the South Australian hotel calendar. Details of this spectacular event will be released in early June. Those successful in specific categories will then have the opportunity to be a finalist in the AHA National Hotel Awards.

To be included in the 'Awards for Excellence' judging process you **MUST** nominate. Don't miss this fantastic opportunity to showcase your hotels! The entry process is easy and you can enter online.

NOMINATIONS ARE DUE FRIDAY, MAY 17, 2013.
For more details go to www.ahasa.asn.au or contact Lucy at AHA|SA on 8232 4525.

2013 AWARDS FOR EXCELLENCE CATEGORIES

1. Best Apartment Suite Accommodation
2. Best Mid-Range Accommodation
3. Best Deluxe Hotel Accommodation
4. Best Bistro Casual Dining – Country
5. Best Bistro Casual Dining – Metropolitan
6. Best Restaurant – Accommodation Division
7. Best Restaurant – General Division
8. Best Bar Presentation & Service – Country
9. Best Bar Presentation & Service – Metropolitan
10. Best Retail Outlet – Country
11. Best Retail Outlet – Metropolitan
12. Best Outdoor or non-enclosed Facility
13. Best Entertainment Venue
14. Best Sporting Entertainment Venue
15. Best Redeveloped Hotel – Country
16. Best Redeveloped Hotel – Metropolitan
17. Outstanding Community Service & Achievement
18. Best Marketed Hotel – Accommodation Division
19. Best Marketed Hotel – General Division
20. Best Tourism Initiative – Accommodation Division
21. Best Environment Practice & Energy Efficiency
22. Best Gaming Venue – Country
23. Best Gaming Venue – Metropolitan
24. Best Function Operation/Facility – Accommodation Division
25. Best Function Operation/Facility – General Division
26. Best Function Operation/Facility – Specialist Venue
27. Outstanding Achievement in Training – Accommodation Division
28. Outstanding Achievement in Training – General Division
29. Hotel Industry Rising Star Award
30. Best Overall Hotel



"Each year we see new and exciting developments in the South Australian hotel industry that make us proud to be part of such a progressive industry and keep us on our toes when it comes to our own operation. Without a doubt, winning South Australian Hotel of the Year again is a credit to my senior management team and frontline staff. Having their hard work recognised by industry peers increases moral and encourages us all to continue striving for excellence in every facet of the business.

Each year, the process of entering the AHA Awards provides us with a retrospective view of how we have progressed over the past 12 months. In an industry where it is far too easy to get lost in the 'here and now', writing the award submissions and seeing how our overall operations strategy has progressed is rewarding in itself."

Simon Adami - General Manager, The Highway



DO YOU WANT VISITORS OR BUYERS?

A person walks into your establishment, looks around and walks out. Then another does the same, and another and another.

In the bricks and mortar world you would be worried and asking the question: What should I be doing differently to get them to stay and spend?

Yet this is happening all the time online; hundreds of people walking into your (web) establishment and walking out without spending a cent, or even asking for more information.

This is why Boylen Bridgehead has started a new service focused on Conversion Rate Optimisation – which is the business of getting visitors to take a “desired action”. This might be booking a room, asking for a function pack or joining a mailing list to get special offers.

We can track where your visitors are going and what they are doing when they come to your website. If we pre-program quantifiable goals into the code, we can then measure the reality against the goal.

Upon careful in-depth analysis, if we then find out that visitors are not doing what you intend them to do, we will take the initiative of optimising your website structure, focusing on what really matters – conversions and bottom line sales, or whatever your end-goal is. For example:

- Is your booking button in the best position?
- Does the current call to action really work?
- Is your booking process easy and convenient enough for your customers?
- Do you know how to test this in such a way that you can measure the success and failure of different alternatives?

Call Boylen Bridgehead if you would like to know more.

Are You Infected?

The chances are that you cannot tell where you rank on search engines because you have trained your computer to show search results that are biased to your habits.

This is known as working on an “infected” or “personalised” computer.

For example, you regularly type in your number one search term (maybe it is “Adelaide hotel”) and Google displays the results. If you keep clicking on your own website, Google will remember this and rank your site higher and higher in future searches.

On the flip side, if you never click on your own site – and even worse, you always click on your main competitor – Google will see that you are not interested in your own website and push it down the listings.

But this is only happening on your computer! What you need is an untainted computer to get an accurate check. We use independent tools to achieve this. Other options include turning off the personalisation setting on your computer.

The moral of the story: you may not be ranking as high as you thought you were. Or, you may in fact be ranking higher.

The Duplicate Content Trap

Google likes “fresh” content and marks you down if you duplicate content. So don’t copy content from one page of your site and paste it to another page on your site – and don’t go pinching text from other websites!

But it goes deeper than that.

If you have a certain way of describing your business, and you consistently use it online, it could be working against you. The reason is that Google sees this as “duplicate content”. So the text you give to a hotel booking site, Yellow Pages (wasted money!), your Facebook site, a restaurant ratings site etc, should not be the same.

If you have any queries about online issues, call Tim Boylen at Boylen Bridgehead (Silver Sponsor) for no-obligation free advice.

P: (08) 8233 9433

E: tboylen@boylebridgehead.com.au

RAVO'S BUSH TELEGRAPH



Hoteliers' day at the Beach

The annual Yorke Peninsula Beach Day Out, sponsored by XXXX Gold, was another resounding success at North Beach Wallaroo in February.

The event is now seven years old and again brilliantly organised by Gary Gilling the local sales executive for the sponsor and helpers.

The XXXX Gold Bar was available and a very popular spot for a bit of respite from the hot and windy weather.

The day included 20 teams playing beach cricket and 18 teams playing beach volleyball, a beer can boat regatta (first prize valued at \$10,000), markets and a hole-in-one golf competition (first prize \$3,000).

“The winner of the beer can event was the Kadina Hotel and publican Darren “Snook” Cave was very proud of his team. ”

The annual feature cricket celebrity match, where the local stars played a team including ex Central District footy stars James and Chris Gowans, was again a comprehensive loss to the celebrity team for the third year in a row. However, it must be said they were gracious losers and did enter into the overall spirit of the day.

Instead of his usual lawn bowls attire, Ricky “The Gnome” Brooks from the **Wheatsheaf Hotel** in Price was seen in his board shorts, zinc cream on his nose, and a bucket hat whilst holding in his little protruding belly.

He was talking to the pretty XXXX Angels dancing group. Another publican commented that he may yet be a late inclusion into the dance routine as Ricky was seen flicking the dust off his ‘guns’ (biceps) at one stage whilst engaging in conversation with the squad of young women. He was very pleased later when his bus driver and staff member, Arlo, won the hole-in-one golf tournament. Arlo no doubt has been perfecting his golf on the seven-hole scrapes golf course at Price under the watchful eye of his boss.

The **Windsor Hotel** bought a bus load up from Adelaide to compete in various events. The **Keith Hotel** entered in the beer can regatta with a “Mount Monster Missile” entry which came second, but a commendable effort under the circumstances for a pub so far from the sea.

The winner of the beer can event was the **Kadina Hotel** and publican Darren “Snook” Cave was very proud of his team. Apparently they had five private sea trials where some

Yorke Peninsula Country Times
 \$1.50 incl. GST Vol. 45 No. 8 TUESDAY, FEBRUARY 19, 2013 www.yppt.com.au Ph: 8821 1155

NEWS: WIND FARM PUBLIC MEETING PAGE 5

NEWS: EMAROO WINS NATIONAL TOURISM AWARD PAGE 7

SPORTS: BOWLS SUCCESS AT COUNTRY ROUND ROBIN PAGE 29

Lifeline for Dunes golf course

STEPH CALLOW REPORT

THE Dunes, Port Hughes, has been thrown a lifeline with an agreement made between Rural Bank and the District Council of the Copper Coast for council to take ownership of the nine hole golf course.

Rural Bank announced today (Tuesday) it will transfer ownership of the golf course land to the DCCC for a nominal fee of just \$1 as a bid to secure a future for the failed development.

In return, council will help keep the golf club operational so the bank can focus on selling the remaining residential land to minimise its losses.

Under the agreement:

- Council and Rural Bank will establish an independent association to manage the golf course and its operations.
- Rural Bank will provide financial sponsorship to the association for three years to enable the club to become viable as an independent body.
- Council will provide non-financial management and operational support to the association.

DCCC mayor Paul Thomas has welcomed the move, which he said is a win-win situation for the Copper Coast community.

“It has essentially been a lifeline for The Dunes development, which is of huge economic value to the Copper Coast,” Mr Thomas said.

“But, more importantly, it gives council ownership of the land and the irrigation system which is fundamental to the areas Community Wastewater Management Scheme.”

“After months of uncertainty, this is a great recovery option as it keeps the land out of the hands of liquidators and secures a path forward for the community.”

DCCC CEO Peter Harder reassured ratepayers there will be no financial exposure as a result of the agreement.

“Council will not be providing any financial support so there is no risk involved for ratepayers,” Mr Harder said.

“Our role is simply to help set up an association board which will run independently to manage the golf club, similar to how the Wallaroo and Moonta Golf Clubs are run.”

“At worst, if the golf club falls over, council will still own the land which we could turn into a reserve and continue to use for wastewater overflow, but I am confident it won’t come to that.”

It is critical the golf club achieves a break-even position over the next three years to remain operational, which involves boosting membership significantly.

“There are around 100 current members, but that figure was nearly double 12 months ago, so the board will need to focus on getting the numbers back as well as attracting more green-fee paying players,” Mr Harder said.

It is unlikely the remaining nine holes will be developed in the foreseeable future, but Mr Harder doesn’t see this as a barrier to the club’s success.

MORE PAGE 3

BIG DAY @ THE BEACH

WINNERS: The Cool Runnings team from the Kadina Hotel — David Snodgrass, Paul Kounis, Kristian Schmidt and John Charles — after winning the Kadina Apex Club Beer Can Regatta at the 19 Beach Day Out on Sunday. Cool Runnings finished with 13 points — five points for their name, three points for appearance and five points for racing. The team won the ultimate mate’s trip away to XXXX Island worth \$10,000.

PHOTO: Kyle Gregory

...SEE PAGE 10 FOR STORY AND MORE PHOTOS

WEDNESDAY: MAX 20 MOSTLY SUNNY

THURSDAY: MAX 20 MOSTLY SUNNY

FRIDAY: MAX 20 MOSTLY SUNNY

SATURDAY: MAX 20 MOSTLY SUNNY

SUNDAY: MAX 20 MOSTLY SUNNY

MONDAY: MAX 20 CLEARING SHOWER

ALL UP
EMERALD
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A Better Game...



TREASURY WINE ESTATES

Sponsor Spotlight

Name: Simon Carter
Company: Treasury Wine Estates (TWE)
Position: State Sales Manager SA/NT
 & Vintrepreneur



When did you join your current employer?

I've been in my current role at Treasury Wine Estates (TWE) for four years. I've worked in marketing, sales and leadership roles. I commenced with CUB in 2002 which subsequently evolved into Foster's and from there. The wine arm of Foster's was separated out in 2010 under the name of Treasury Wine Estates. TWE was listed on the Australian Stock Exchange as a stand-alone wine business in 2011.

Tell us about your company.

TWE is a unique global wine company with a leading portfolio of new world wines. TWE has an outstanding range of premium wine brands which include Devil's Lair, Lindeman's, Matua, Penfolds, Rosemount, Seppelt, Wolf Blass, Wynns and Yellow. The company has over 11,500 hectares of sustainable vineyards, sales of over 32 million cases annually, revenues of about AU\$1.7 billion and TWE employs over 3,500 people across 17 countries.

What are your responsibilities?

In my role I coach, develop and lead a team of passionate wine sales people referred to within the business as Vintrepreneurs. Our team is responsible for maximizing the availability, visibility and sales of our wines across all channels particularly sparkling, commercial, masstige and premium wine categories. We are focused on partnering

with customers to improve the profitability of the category and developing solutions to make it easier for consumers to discover and enjoy our wines.

How do you occupy your time outside of work?

Driving my children to swimming, tennis, ballet and little athletics and occasionally having a game of tennis myself. I love watching the Crows live, visiting restaurants, BBQing at home and of course enjoying our fine wines.

What is your favourite holiday destination?

We enjoy Victor Harbor as a family, loved Hong Kong and Fiji a few years back and New York City is at the top of my "must visit" list.

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

Hard to narrow it to three – here goes; Roger Federer, Steve Jobs and Ricky Gervais. Roger's a champion – one of the greatest tennis players of all time and an example of talent, hard work and commitment. Steve Jobs – an innovator, a pioneer, a man that changed the world of industrial design, consumer products, and marketing. And for a few laughs and to share a glass of red with me, comic genius Ricky Gervais.



SA Hotel & Restaurant Show

Date: Tuesday, 28 and Wednesday, 29 May.

Open: 10am to 5pm.

Venue: Goyder Pavilion, Royal Adelaide Showground's.

- Trade only event – no entry fee.
- All AHA|SA Members will be pre-registered for this event.
- Onsite parking available.



EXHIBITORS TO INCLUDE:

Ainsworth Game Technology	Lion Co
All Bake Services	Macmont Gaming Supplies
Alsco Pty Ltd – Adelaide	Menu Mate
Australian Meat & Livestock	Moffat
Austral Meat	Nippy's Fruit Juices Pty Ltd
Automatic Fire Protection	NoQ Pty Ltd
Banktech	Pepe's Ducks Pty Ltd
Blufi Wireless	Performance Catering
Boylen Media	Equipment
Cafe Ideas	Phoenix Manufacturing
Carlton & United Breweries	Services
Chris' Dips	Poly-Tech Industrial Flooring
Classeq Glass and	Possum I.T.
Dishwashers	Rational Self Cooking Centre
Coca Cola Amatil	Combi Ovens
Commercial Vizion	Restaurant & Catering SA
Cookers Bulk Oil System	Retail Solutions
Coopers Brewery Limited	Sage MicroPay T/A
Debney Distributors	Wage Easy
Designer Muzik	Schweppes Australia
Doughmaker	SHFL entertainment
Frymaster Fryers	(Australasia) Pty
Global Gaming	Smeg Commercial Ovens
Global Temperature	Siena Foods Pty Ltd
Monitoring	Swell Brewing Company
HGT	TAFE SA
H & L Australia Pty Ltd	The Food Studio
Hospitality Group Training Inc	Tony Colyer Pty Ltd
Hostplus	Treasury Wine Estates
IGT (Australia) Pty Ltd	Trueheat Cooking Equipment
International Baking	Uniwell Australia
Equipment	UNOX
James Richardson Furniture	Vectron Systems
Konami Australia Pty Ltd	Wild Fox Wines
Kyton's Bakery Australia	Williams Refrigeration
Lincoln Impinger Conveyor	Winterhalter Dishwashers
Pizza Ovens	

SHOW HIGHLIGHTS:

Tuesday, May 28

- AHA|SA Regional Meeting of Members.
- SA Pub Burger Challenge Live Final.
- Cooking Demonstration by Tony Hart, InterContinental Adelaide.
- Cocktail Making Demonstrations and Industry Event.
- Meat & Livestock Australia Masterclass.

Wednesday, May 29

- Meat & Livestock Australia Masterclass.
- Restaurant & Catering SA Cooking Competition.
- Cooking Demonstration by Andre Ursini, Andre's Cucina & Polenta Bar.
- AHA|SA and RCSA Apprentice Challenge.

For more information go to www.ahasa.asn.au or contact the AHA|SA on 8232 4525.



SA Pub Burger Challenge

The 'SA Pub Burger Challenge' final will take place at the 'SA Hotel & Restaurant Show' on Tuesday, May 28. The nine hotel finalists will compete on the Meat & Livestock Australia Food Stage in front of a live audience and will be judged by a panel of food experts.

The winning hotel in the Pub Burger Challenge will win;

- Rheninghaus Hamburger Press for the winning hotel valued at \$469 donated by Meat & Livestock Australia
- A Victorinox knife for the winning Chef to the value of \$200 donated by Reward Distribution
- A complimentary feature article in *Hotel SA* magazine, promotion through *InDaily* online news and a feature in *TASTE (The Advertiser)*
- On-air radio promotion through *FIVEaa* and *Nova 91.9*

THE RULES

- The competition is open to AHA|SA Members only.
- The burger must be available on your current hotel menu as of March 1, 2013.
- The burger must be able to be purchased in all areas of the hotel.
- Pattie must be beef or lamb and made onsite at the hotel.
- No commercial products allowed.
- Burger must be presented in bun-style bread.
- The burger must be priced at no more than \$25 Inc GST.

HOW TO ENTER

Entry is free! Complete an entry form and submit with a colour photograph of your burger by Wednesday, April 24.

All entries will be contacted personally by Friday, May 17 to advise if they are finalists.

To enter go online www.ahasa.asn.au or contact the AHA|SA on 8232 4525.



Getting the most out of your gaming

Global Gaming Industries Pty Ltd has a wide range of products to offer the gaming industry, which simplify the management of your gaming venue and operations.

MAXETAG is a 'whole of venue' promotional solution for your gaming and retail customers. A card/tag based player tracking system allowing members to accrue bonus points and rewards via gaming machine play and point of sale. Maxetag also offers Pre Commitment and Group Loyalty for a group of venues to operate as a single entity under their own branding, 'One Tag – Your Brand'.

CCU – EGM Operating System is a cash management system to track and manage cashier transactions, hopper refills, cancel credits and prints payout vouchers eliminating human error. It can also connect to a cash dispenser safe for anti-theft and hold up features. Interfaced with a compatible coin dispenser and scales

gives you complete tracking and reporting of cashier transactions.

GLOBAL EYE is a gaming machine reporting system which gives you 'real time' reports on gaming operations, eliminating human entry of cancel credits and hopper refills into your cash flow analysis. Automated reports via email or SMS are available.

With 15 years of gaming experience Michelle Mayer has recently been appointed as Global Gaming Industries State Manager. For further information on utilising the systems to ensure your venue gets the most out of its gaming operations contact Michelle Mayer on 0409 283 066.

Visit the stand 140 at the SA Hotel & Restaurant Trade Show May 28 and 29, Adelaide Show Ground.
Article supplied by Global Gaming Industries.

AHA Sponsors

PLATINUM

12/13



GOLD

12/13



SILVER

12/13

- Ainsworth Game Technology
- Angelakis Bros
- Aristocrat Technologies Australia
- Australian Liquor Marketers
- Bankwest
- BOC Limited
- Boylen Bridgehead
- Bytecraft Systems
- Cashcard
- Cobalt Blue Australasia
- Commonwealth Bank
- Customers ATM
- Employers Mutual
- FAB Cleaning Services
- First Degree Commercial Refrigeration & Air Conditioning
- Foxtel/Fox Sports
- Hospitality Group Training
- HT Construction Services
- IGT
- InDaily
- Independent Gaming Analysis
- Konami Australia Pty Ltd
- Liquor Marketing Group – (Sip'n Save)
- Meat & Livestock Australia
- Moore Stephens Adelaide
- Novatech Creative Event Technology
- PFD Foodservice
- SA Lotteries
- SA TAB
- Samuel Smith & Son
- Sky Racing
- Talbot Olivier
- The Best Pub
- TJ's Cleaning Services

BRONZE

12/13

- Alfresco Only
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- BankSA
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- Duncan Basheer Hannon
- Empire Liquor
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- Eutility
- Global Gaming
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- Higgins Coatings
- Hill Equipment
- Hospitality Industry Training
- Independent Distillers
- Island 2 Island Beverage Company
- James Richardson Corporation
- Jaquillard Minns
- Jasol Australia
- Kartaway Miniskips
- Knight Frank
- Lancer Beverage Systems
- Lawson Risk Management
- Macmont Gaming Supplies
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- Table & Chair Co
- TJ Board & Sons Pty Ltd
- Trans Tasman Energy Group
- Trusonic
- Vectron Systems
- Wage Easy
- Wallmans Lawyers
- Wills & Daniel Produce Merchants

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- British American Tobacco Australia (Gold)
- Imperial Tobacco Australia Ltd (Silver)

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- ABnote • Clelands Lawyers • Foreman Legal • John Reuther Cabinet Makers
- Suburban Security • Vintek

Contacts

Accountancy Services

- Jaquillard Minns 8221 6551
- Moore Stephens Adelaide 8205 6200

Air Conditioning

- First Degree Commercial Refrigeration & Air Conditioning 1300 734 463
- Hill Equipment 8368 2300

Architects & Interior Designers

- Studio Nine 8132 3999

ATMs

- Banktech 1800 080 910
- Cashcard 1300 655 627
- Customers ATM - Incorporating ATM Solutions 1300 305 600

Audio Visual

- Harvey Norman Commercial 8150 8000
- Nightlife Music Video 1800 679 748
- Novatech Creative Event Technology 8352 0300

Background Music

- Nightlife Music Video 1800 679 748
- Trusonic 1800 664 653

Banking

- Bank SA 8424 4081
- BankWest 8419 1502
- Commonwealth Bank 8206 4274

Beer Dispense Equipment

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

Beverage Gases

- BOC Limited 8300 5668

Beverages

- Accolade Wines 8392 2222
- Angove Family Winemakers 8264 2366
- Australian Liquor Marketers Pty Ltd 8152 8700
- Brown-Forman Australia 8418 7111
- Carlton & United Breweries 132 337
- Coca-Cola Amatil (Aust) Pty Ltd 132 653
- Coopers Brewery 8440 1800
- Diageo Australia 8245 9300
- Empire Liquor 8371 0088
- Independent Distillers 0409 750 370
- Island 2 Island Beverage Company 8244 2212
- Lion 8354 8888
- Liquor Marketing Group (Sip'n Save) 8416 7570
- McLaren Vale Beer Company 1300 682 337
- Options Wine Merchants 8346 9111
- Pernod Ricard Australia 8208 2444
- Samuel Smith & Son 8112 4200
- Schweppes Australia 8366 9103
- Treasury Wine Estates 8301 5531

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- Jasol Australia 1800 334 679

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- MRT Electrical (Hill Equipment) 8368 2388

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- Energy Action 8377 7133
- Eutility 1800 676 098
- Trans Tasman Energy Group 03 9418 3911

First-Aid

- AlSCO 8346 1391

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- Grinders Coffee 0418 939 817
- Holco Fine Meat Suppliers 8162 8400
- Meat & Livestock Australia 8471 5800
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- Wills and Daniel Produce Merchants 0418 418 624

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- Table & Chair Co 8354 3266

Gaming Machine Services

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- Aristocrat Technologies Australia 8273 9900
- Bytecraft Systems 1300 130 500
- Global Gaming 0409 283 006
- IGT 8231 8430
- Independant Gaming Analysis 8376 6966
- Konami Australia Pty Ltd 0409 047 899
- Macmont Gaming Supplies 8340 1322

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- SA TAB 8354 7300

Hotel Brokers

- McGees Property 8414 7839
- Steele & Associates Hotel Brokers 8232 1566
- TJ Board & Sons Pty Ltd 8376 5022

Hotel Equipment Funding

- Silverchef 1800 191 684

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- H&L Australia Pty Ltd 8291 9555

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- The Best Pub 0419 536 373

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- First Degree Commercial Refrigeration & Air Conditioning 1300 734 463
- Lancer Beverage Systems 8268 1388

Information Systems/Site Preparation

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- Vintek 1300 001 337

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- Andale Hotel Services 8234 0388
- Bidvest Hospitality Supplies 8245 6200
- First Degree Commercial Refrigeration & Air Conditioning 1300 734 463
- Hill Equipment 8368 2300
- Jasol Australia 1800 334 679
- Lancer Beverage Systems 8268 1388
- Reward Distribution 8444 4999

Legal Services

- Clelands Lawyers 8177 5888
- Duncan Basheer Hannon 8231 3668
- Foreman Legal 8370 8500
- Piper Alderman Lawyers 8205 3333

- Solomon Bampton 8232 3300
- Talbot Olivier 0421 595 815
- Wallmans Lawyers 8235 3000

Media

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

Miniskips

- Kartaway Miniskips 8234 0377

Music Licensing

- APRA Australasian Performing Right Association 8239 2222

Onhold/Messaging

- Trusonic 1800 664 653

Outdoor Solutions

- Alfresco Only 1300 360 554

Painting & Property Maintenance

- Higgins Coatings 0499 220 526

Payroll & HR Resources

- Wage Easy 1300 924 332

Plastic Card Systems

- ABnote 8374 3677

POS Systems

- H & L Australia Pty Ltd 8291 9555
- Vectron Systems 1300 789 366

Property Valuations

- Knight Frank Valuations 8233 5212

Refrigeration

- Bidvest Hospitality Supplies 8245 6200
- First Degree Commercial Refrigeration & Air Conditioning 1300 734 463
- Hill Equipment 8368 2300
- Lancer Beverage Systems 8268 1388

Risk Management

- Lawson Risk Management 8210 2813

Security Systems and Personnel

- Burleigh Logistics 0412 797 431
- Suburban Security 8445 9229

Sports & Entertainment Media

- Foxtel 1300 720 630
- Fox Sports 1300 301 415
- Sky Racing 1800 251 710

Staff Training & Recruitment

- Hospitality Group Training Inc 8223 6766
- Hospitality Industry Training 8267 3000

Superannuation

- HostPlus Pty Ltd 8205 4965

Table Linen

- AlSCO 8346 1391

Tobacco Product Suppliers

- British American Tobacco Australia Ltd 8300 8888
- Imperial Tobacco Australia Ltd 8412 7400

Travel

- Phil Hoffmann Travel 1800 632 372

Websites

- Boylen Bridgehead 8233 9433

Workers Compensation

- Employers Mutual 8127 1100

New Members & Licence transfers

Welcome to our new Members

Hotel	Location
Clare Castle Hotel	Kapunda
Cumberland Hotel	Port Adelaide
Segate Motel	Moonta Bay
Elliston Hotel	Elliston
Gawler Barossa Jockey Club	Gawler
Clever Little Tailor	Adelaide
Thevernard Hotel	Thevernard
Grace Emily Hotel	Adelaide

Licensee Transfers—November 2012

Hotel	Location	Date Granted	New Licensees
Arthurton Hotel	Arthurton	10-01-2013	Jeffery Jackson & Julie Weir
Kingoonya Hotel	Kingoonya	16-01-2013	Alistair Murray & John Bert
Clare Castel Hotel	Kapunda	21-01-2013	Static Pty Ltd
Royal Oak Hotel	Clarendon	30-01-2013	Harvey Enterprises Pty Ltd

Licensee Transfers—December 2012

Hotel	Location	Date Granted	New Licensees
Cape Jervis Tavern	Cape Jervis	04-02-2013	Pakjem Pty Ltd
Port Dock Brewery Hotel	Port Adelaide	06-02-2013	Port Adelaide Brewing Company Pty Ltd
Daniel O' Connell Hotel	North Adelaide	11-02-2013	Shuru Pty Ltd
Elliston Hotel	Elliston	11-02-2013	Mest Pty Ltd
Glunare Hotel	Glunare	12-02-2013	Neil & Constance Devine



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Liquor Industry Golf Club Charity Day

The recent Liquor Industry Golf Club (LIGC) Charity day raised over \$90,000 which was donated to SA charities. The golf day was held on February 11 at Grange Golf Club and was a huge success.

Riding for the Disabled – Victor Harbor Division was a major recipient, with a donation from the 2012 proceeds assisting the organisation to build a new shed over the arena to allow for inclement or extreme weather riding.

Other charities who also benefited from the day include the Blind Sporting Council to cover trainer's fees, Kid's Physio Foundation to benefit six children and their physio needs for a year, Epilepsy Association funding five bed monitors for clients, and Time for Kids receiving vital funding for four holiday workshops this year.

Rob Gillies, Chair of the Charity Day Committee, said that the funds are always targeted to charities that have specific needs.

"When selecting the charities, our committee reviews those in particular that do not get the usual charity dollar from other funding bodies," he said.

"We have been backing SA children's charities since the inception of the club in the 1950's, so it has been a long association helping those less fortunate charities."



The recipients of the \$90,820 cheque.

The event could not have happened without the generous support of Grange Golf Club, BankSA, Holco Meats, Carlton United, Coopers and West End breweries plus Coca-Cola, Schweppes, and many more allied industry supporters.

Media organisations also got involved donating advertising packages to the major auction from *The Advertiser*, *Messenger*, *DMG Radio* and *Southern Cross Austereo*. This helped to raise in excess of \$25,000.



Ingredients to getting the most from your kitchen

Kitchens have become a huge investment for hospitality businesses. Updating and renewing kitchens is vital in the hotel industry but can be quite costly, with high end material the most important and yet expensive choice. But with so much on offer, the options for kitchens have changed dramatically and are no longer just about grills and deep fryers. Refrigeration and cooking equipment have become more sophisticated, as has the safety and time efficiency of products. *Hotel SA* spoke to some of the kitchen specialists on how to get the best for your hotel's kitchen.

Bulk savings with Cookers Bulk Oil System

If you use three tins or more of cooking oil per week, Cookers Bulk Oil System means bulk savings for you.

Its Australia's most innovative cooking oil delivery service eliminating the middleman, investment costs and no term contracts.

Cookers gives you the free loan of a wheeled stainless steel storage unit and they make sure it's the right size for your needs, even offering to custom fabricate it to suit your kitchen layout. This gives you a far better stock control, without the storage and disposal issues that come with 20 litre drums.

Deliveries are made automatically by a Cookers bulk tanker.



A hose is run from the tanker to your storage unit and the oil is topped up on a regular rotation. Refilling your deep fryer is fast and clean – your hands never touch oil. The on-board computer measurement system calculates the exact amount and the driver invoices you via his laptop computer. Suddenly you've streamlined one of the messiest jobs in the kitchen.

By eliminating heavy drums, awkward lifting and slippery surfaces due to spillage, your staff will be working well within Occupational Health & Safety guidelines and achieving best practice in Food Handling. Cookers is one of the few environmentally responsible companies in the foodservice industry.

It's the most economical and most efficient way to receive premium quality cholesterol free canola and special purpose frying oils.

For more information, call Cookers on 1300 882 299.

Catering equipment with First Degree

A lot of people will already know that First Degree do refrigeration and air conditioning. With years of industry experience throughout the company, its reputation as specialists in these areas precedes them. But what most people aren't aware of is that it also has a depth of experience in the catering equipment field.

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Mark Doddrell, who has been the dedicated sales team behind First Degree now for five years, started his working life as a chef in establishments such as the Barossa Novotel Resort, Mount Lofty House and Adelaide Casino. Mark has been able to draw from these years of involvement in a commercial kitchen environment to help find the perfect equipment solution for his clients.



Mark has recently been joined at First Degree by Melanie Hammond. Melanie has years of experience working in catering equipment, both in Australia and the UK.

"I have worked in the catering equipment industry since I left school, and nothing can compete with the knowledge that comes with years of experience.

"This means that I can hit the ground running with First Degree, and we can actively promote the catering equipment side of the business, and tailor a complete solution for a whole range of applications," she said.

Whether it's a full kitchen fit out, bar renovation or a one off unit for a takeaway, farm shop or the football clubhouse, First Degree can cater for everyone and every budget. Plus, the company can back up its sales and installations with Adelaide's largest on-road fleet of knowledgeable, talented technicians – ready to respond 24 hours a day, seven days a week.

Howards – your one stop shop

Howards Storage World in Mile End is your one-stop shop for all your commercial kitchen organisational needs.

Anything from food storage containers to wine racks, or premium bins to shelving systems, Howards are the experts in getting you organised.

The company's easy-build triple coated chrome freestanding shelving system is backed by a five year guarantee and is ideal for any cool room or pantry, with a huge variety of shelf and pole sizes available. Fully adjustable and no tools required for assembly – this is shelving simplicity at its finest!



**Depend on us
for the best in
refrigeration.**

Getting the best commercial refrigeration for your business couldn't be easier. With an extensive product range including blast chillers, coolrooms and the ability to customise, we have the right solution to suit your on-going needs. Contact us today to find out how we can help you.

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The Elfa Shelving and Basket System is mounted on the wall by a single top track and can be cut to fit any sized situation, ensuring you make the most of your available space.

Its 10 year guarantee gives you peace of mind too. Howards also stock a huge range of wine racks, so whether you need to store six or 6,000 bottles on display or down in the cellar, they are sure to have a rack that will suit your needs.

They can even be custom made to fit awkward spots, such as under the stairs.

But Howards is so much more than shelves and containers.

It's about the way you put it together so that the items you need frequently are easily at hand, and your bulk foods or

reserves are stored away in appropriate containers for when needed. Call into the store at the Mile End Homemaker Centre to see the enormous range.

The Collins Cocktail Bar

The Collins Cocktail Bar at The Hilton Hotel, Adelaide recently opened after undergoing an extensive refurbishment from what used to be Charlies Bar.

Curtin Commercial Kitchens and Stainless Solutions was proudly selected to supply and install the kitchen equipment which included the manufacture of single piece stainless steel bar tops, the longest measuring three and a half meters in length including ice wells, drink stations and drink drip trays installed along the entire length of the bar.

Specialized refrigerated wine storage, underbench black display fridges, glasswashers and an ice making machine are just the start of the list of equipment which was installed.

Curtin specialises in the manufacture of custom stainless steel products including balustrades and handrails, and the supply and installation of cooking and refrigeration equipment for the hotel, restaurant, hospital and healthcare food catering industry.



REFRIGERATION | AIR CONDITIONING | CATERING EQUIPMENT

Commercial Kitchens? We do that too.

Having quickly grown from just 5 vehicles to become Adelaide's largest 24/7 on-road fleet with an impressive 42 vehicles and counting, First Degree have established themselves as a leader in the commercial refrigeration and air conditioning industry. But, our experience does not end there.

Whether it's a full kitchen fitout, bar renovation, or a one-off unit we can cater for everyone, and for every budget. Plus, to back up our sales and installations, our fleet of knowledgeable, talented technicians are ready to respond 24 hours a day, 7 days a week.

24/7

www.firstdegree.com.au

1300 73 44 63 242 Port Rd , Hindmarsh SA 5007

This project highlights our excellent quality of workmanship and is one of a number of high profile projects in which Curtin is involved in including the new Darwin Prison.



SKOPE upgrades Pegasus foodservice range

Christchurch based commercial refrigeration manufacturer SKOPE Refrigeration have recently upgraded part of their popular Pegasus foodservice range.

The new look Pegasus 2/1 Gastronorm series now has the same aesthetic look and uses the same power saving

technologies as the popular Pegasus 1/1 Series, creating a clean line of refrigeration that maximises valuable kitchen space with improved energy efficiency.

The Pegasus 2/1 Series includes chillers, freezers, preparation and pizza cabinets and utilises the front breathing system of the Pegasus 1/1 Series enabling the cabinet to be built flush against back and side walls. Additional upgrade features include:

- Chillers and freezers are now rated to 43°C ambient, making them ideal for use in high ambient temperatures and hot kitchen environments.
- Improved energy efficiency.
- Drawers are now available as a standard option on Pegasus 2/1 preparation cabinets.
- Optional flush fitting foamed lids available for Pegasus 2/1 pizza and preparation cabinets.
- Removable air flow duct for easy cleaning.
- Pizza and preparation cabinets now use R134a refrigerant (CFC & HCFC free).

SKOPE has also recently launched its new Project Portfolio application which showcases how commercial refrigeration and food service products can be integrated into a wide range of environments.

Adande Refrigerated Drawers

Adande's patented refrigerated drawers are unique to the marketplace, making sure the cold air is retained when you open a drawer, allowing your food to stay fresher for longer.



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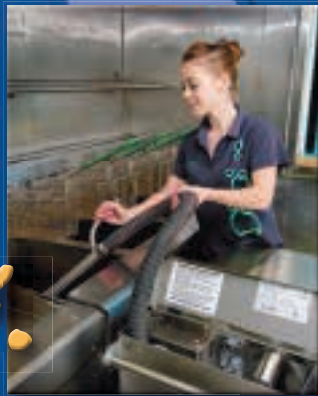
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The Project Portfolio can show both the aesthetic and function ways in which its products can enhance a wide range of commercial premises.

To see the full Pegasus 2/1 Series range or find out more about SKOPE visit www.skope.com

Hill equipment superior performance and life



Hill Equipment is a South Australian family-owned company proudly serving the commercial refrigeration and catering industries since 1977. During that time the company has become specialists in various areas, including:

- The design of kitchen and servery layouts tailored to the specific requirements of each application.
- The supply, installation and service of heavy duty cooking and ware washing equipment including Waldorf, Cobra, Convothem, Washtech, Hobart & Goldstein.
- The manufacture of custom made refrigerated cabinets and stainless steel benching again tailored to the specification of our customer requirements.
- The supply of refrigerated "off shelf" units where we are the distributor for industry recognised brands such as Williams, Skope, Woodson and Roband.
- The installation of coolroom/freezer rooms, refrigeration unitary and display cabinets in a commercial environment working with our customers to ensure minimal disruption to them through our project management experience.
- Supply, installation and service for light commercial and commercial airconditioning.

The company motto of "superior performance and life" is based on its philosophy of only supplying equipment that gives customers superior performance for the product life cycle enhanced by the support structure through a maintenance programs to ensure that customers' needs are met and minimal disruption occurs to their business.

Among their many and varied clients are the Australian Defence Department, SACA, Foodland and IGA supermarket

chains, Eureka Hotel Group, Saturno Group, Regency T.A.F.E., Adelaide University, Adelaide Airport, Galipo Food Company and the Royal Adelaide Hospital.

Cooler by design

Adande's patented refrigerated drawers are unique to the marketplace, enabling customers to differentiate their product offerings. Installed throughout QSRs worldwide as well as Michelin starred restaurants, Adande drawers suit a broad cross section of foodservice applications.

Adande's insulated drawer design is so effective as the cold air is retained when the drawer is pulled open – the cold air simply has nowhere to go. Even during prolonged openings of the drawers, high ambient temperature integration is minimal. This process has been shown to provide energy savings upwards of 40 per cent.

In one instance, research proved that over a four week period, the Adande two stack drawer unit showed an energy saving of 57 per cent against a competitor's upright refrigerator. These results speak for themselves. This outstanding chilling technology allows for an extended shelf life of products saving you money every day. By choosing the blast chiller model, the temperature

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We save you money



Our new cutlery polisher conveyor frees up front of house to do what they do best, serving your customers. Our bench top cutlery polisher can even save a small café on labour costs.



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Working closely with food, beverage and hospitality industries has enabled us to identify and provide solutions for the specialist requirements of commercial kitchens, supermarkets and food & beverage retail outlets.

We custom design, build and install refrigeration systems, food preparation and display areas, commercial catering, ware-washing and other equipment required to operate reliably in an intense commercial environment.

Commercial kitchens

Producing hundreds of meals at a single event requires a professional catering team. Why burden them with poor quality equipment and layout design?

At Hill Equipment we understand commercial catering equipment. With our global partners we supply, design and install catering equipment and have a dedicated team of mobile technicians to ensure operational dependability.

Hotel, restaurants and cafes

Our proven capabilities enable us to design, manufacture and source front of house food service displays, beverage chillers, stainless steel bars and benches.

Our manufacturing facilities create contemporary and functional fit-outs to enhance any business. Our work is seen throughout many establishments in South Australia and interstate.



Sales Team: LR – Marianne Storer, RR – Peter Reid, RF – Mark McLennan, LF – David Kildea.

Hill Equipment is a major supplier of...

- Commercial Refrigeration & Catering Equipment
- Food & beverage storage, preparation & presentation equipment
- Commercial Airconditioning
- All your commercial power, lighting and data requirements

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of each Adande drawer can be set independently and precisely from -22°C up to +15°C, adapting to your unique situation and offering total flexibility between frozen and chilled storage.

Each insulated drawer is made from strong moulded plastic; there are no dirt traps, just like a cool box. The drawers are completely removable which increases hygiene and makes the unit much easier to clean. Each drawer also has a large four times 1/1 gastronorm capacity (86 litres). With the highest levels of customer satisfaction and repeat orders, Adande drawers are your guarantee to a professional refrigeration system. Save food, save labour, save space, save energy, save money with Adande refrigerated drawers – cooler by design. For more information contact Stoddart today on 1300 79 1954.

All areas service for Mueller

Mueller Refrigeration is a small to medium business founded on quality and service with a mission to provide the upmost of customer satisfaction and building long-term relations.

The company's services are built on well-respected

administrative and on-site staff, many of which have been with the company for most of their working lives. The strong balance sheet and prudent financial management protects the securities of our clients' projects. Mueller Refrigeration is an all areas service company that designs, supplies, installs services and maintains all types of refrigerated products and systems.

Proud to be one of South Australia's most respected air conditioning, electrical and refrigeration entities, they have an excellent working relationship with all industry stakeholders including suppliers, regulators, subcontractors and industry organisations. Free consultation is offered on all aspects of air conditioning and its services include design and construction, service and maintenance and project management expertise to all applications. With a team that has nearly 100 years of combined experience with clients, designing and installing air conditioning systems from start to finish, the company knows what customers want and need.

Fulltime electricians are also employed to follow technicians and provide any electrical work needed at you premises. Mueller Refrigeration will gladly find you the solution you need, and also offer assistance with financing of equipment.

 <p>Servicing all metropolitan and regional areas, "we turn your electricity bills into assets".</p> <p>Providing a free consultation for;</p> <ul style="list-style-type: none"> • Design & construction of Air Conditioning systems • Electrical applications including energy audits • Commercial Refrigeration • General service and repairs and programed maintenance to all mechanical services <p>Call us today to book a free consultation or if you have any questions 1300MUELLER or 08 8186 4554 www.muellerservices.com.au</p>	       
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Specialising in the supply and installation of commercial food equipment, custom built stainless steel products for the hospitality industry and custom made stainless steel balustrades and handrails.

Designing and building a commercial kitchen or food preparation facility requires experience, professionalism and expertise. Curtin will visit your premises, discuss your needs and then provide you with a customized design solution that will meet your specific needs as well as meet your allocated budget

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- Stainless Steel Fabrication
- Refrigeration
- Exhaust Canopies
- Dishwashers
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- Balustrades & Handrails

As well as designing and building kitchens, we also fit out and fully equip them. Sit back, relax and leave the whole process in our capable hands.

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Wanna-be chef takes the gong in the Hostplus cook for your career challenge

A traffic engineer turned kitchen car from New South Wales was crowned the winner of the 2013 HOSTPLUS Cook For Your Career (C4YC) challenge.

Rod Parbery chopped, diced and searced his way through the Grand Finale cook-off held on March 2 at the Melbourne Food & Wine Festival Cellar Door & Artisan Market event, narrowly edging out runner-up Toni McAnalen from Western Australia.

A change from his engineering career, Rod won a full apprenticeship with one of Australia's leading restaurants, Peter Doyle @ The Quay.

Adam D'Sylva, one of Melbourne's most highly regarded kitchen maestros from Coda restaurant, led a judging panel which included Wendy Hargreaves (food writer and radio presenter) and guest judge Matilda Adiyody (winner of the C4YC People's Choice public voting competition) to put the pair through their paces.

Alan Bond from Peter Doyle @ The Quay in Sydney and Lyndon Waples from Print Hall in Perth were also on stage to support the finalists.

"I'm stoked to have had the opportunity to participate in Cook For Your Career and win. I'm looking forward to developing my cooking skills and knowledge about food with the team at Peter Doyle @ The Quay. This is just a truly awesome opportunity that HOSTPLUS has given me," Rod said.

The Cook For Your Career competition not only gives people the opportunity to realise their dream, but also endeavors to support the Australian hospitality industry when it comes to finding and building quality chef talent.

"As a national superannuation fund for the hospitality, tourism and recreation and sports industries, HOSTPLUS launched Cook For Your Career as an innovative and creative way to help tackle the skills shortage, ensure the long term growth of the industry and nurture the next generation of quality chefs," HOSTPLUS CEO David Elia said.

For more information please contact Helen McCreedy on (03) 8636 7773 or visit www.hostplus.com.au/c4yc



AHAISA STAFF SPOTLIGHT

Name Liz Gitsham

Title Training Coordinator



When did you join the AHA|SA?

March 2012.

What are your key responsibilities at the AHA|SA?

Ensuring the AHA remain compliant as a Registered Training Organisation (RTO) coordinating training offered by the AHA and Gaming Care and supporting the IR team in giving advice to Members on training issues.

How do you occupy your time outside of work?

Running a home and family, while enjoying the simple things in life.

What's something readers probably don't know about you?

I was a cocktail waitress in America 30 years ago.

Where is your favourite holiday destination?

Brighton Caravan Park – Paradise right on our doorstep!

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

Pierce Brosnan because he's a dish, my Uncle Jack who lives in Wales (UK) who I haven't seen in 30 years and Maggie Beer because she always seems so cheerful and positive, and she could help cook.



More IGT performers are on the way to S.A.

To find out more see the insert in this issue, visit IGT at AHA Trade Show May 28-29 or call (08) 8231 8430

www.igt.com.au

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Publican's Pearlers

Jill and Shayne White
The Arab Steed Hotel



How long have you been in the industry?

Jill: 37 years.

Shayne: 40 years.

How many pubs have you worked at, ran or owned?

Jill: Five.

Shayne: Six.

Why did you become a publican?

Jill: I married into a hotel family.

Shayne: Followed my father into the business.

If you weren't a publican what else would you be doing?

Jill: Hospitality training.

Shayne: Relaxing.

Besides your hotel, which other hotel do you admire and why?

Jill: The Stirling Hotel. Wonderful ambience, great location, good food and lovely owners.

Shayne: The Arkaba – for its spacious, quality, warm ambience.

What do you think are the elements that make up a good pub?

Jill: Publicans with personality, consistently good service and clean premises. When you walk in the pub you can feel the owners care.

Shayne: Friendly service, good presentation and variety of food and beverage.

What advice would you give to someone who wanted to begin a career in the hospitality industry/or run their own pub?

Jill: To buy a hotel I think you need sound business knowledge, a good accountant and a passion and commitment to the

industry. Good communication skills.

Shayne: Get a psychology degree.

“When I retire from being a publican I will...

Jill: Spend lots of time with our beautiful granddaughters and do more travelling.

Shayne: Relax, fish, travel, be a ‘poppa’.

Do you have a nickname?

Jill: Sybil.

Shayne: Grumpy, Basil and others (unprintable).

Which is your favourite sporting team, and who is your favourite sporting person?

Jill: The Crows are my favourite team and my favourite sports person is Andrew McLeod.

Shayne: Crows for me too.

What is your favourite holiday spot?

Jill: New York.

Shayne: USA.

If you could sit down to dinner with three people, who would they be?

Jill: Richard Branson, Ellen De Generes and Barack Obama.

Shayne: Bruce Springsteen, Billy Connolly and Graham Norton.

What is your favourite food?

Jill: Any dessert.

Shayne: Good steak.

What is the strangest drink a customer has ordered from you?

Jill: Champagne and coke.

Shayne: Beer and tomato juice.

NEW BRONZE SPONSOR SILVER CHEF

With over 25 years' experience, Silver Chef has helped thousands of customers achieve their goals with its unique, flexible hospitality equipment funding model.



Starting up a hospitality business costs more than people realise, and often unexpected issues crop up that can cause set-backs if not properly accounted for.

That's where Silver Chef can help.

Its unique Rent-Try-Buy Solution allows you to free up your working capital and keep your money where it should be – in your pocket.

Whether you're looking to renovate, expand or start your own venture, call Silver Chef to find out how it can help you.

For all enquiries contact Dealer Relationship Manager, Adrian Hurley 0488 006 719 ahurley@silverchef.com.au

NEW BRONZE SPONSOR HIGGINS COATINGS

Higgins Coatings is Australia and New Zealand's premier commercial painting contractor, delivering innovative and seamless painting solutions. The company's experienced painters provide individually tailored programmes whilst forging a reputation for excellence, and pride on maintaining and extending a successful record of reliability, quality and service delivery with every project completed.



The primary functions of the business are;

- Repainting – re-fresh your building and ensure the longevity of your asset.
- Maintenance Programs – fund the painting of the re-paint and ongoing paint maintenance over a number of years.
- Minor Building services – undertake the repairs prior to paint or refurbish your offices.

For all enquiries contact Brenton Musolino 0499 220 526 BMusolino@higgins.com.au

NEW BRONZE SPONSOR BURLEIGH LOGISTICS

Burleigh Logistics is an Adelaide based security company with a history of providing complete security services for many years to corporate hotels in the Adelaide market.



It is a small security company which enables it

to provide personalised service to all of its clients. It has a substantial team of well trained staff that have been working consistently across a 24 hour roster, 365 days a year. Its strong employee structure includes full time salaried crowd controllers with over 15 years' experience in managing 24 hour security operations across multiple sites.

The pricing is competitive and it carries all necessary insurances. The company's guards receive ongoing training which is effective and tested. Recent work has included RSA consulting and provision of patron care teams to South Australian Cricket Association.

For all enquiries please contact Patrick Ramsay-Matthews on 0412 797 341 patrickm@burleighlogistics.com







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Bedding it down

No matter how hard we try to replicate the experience at home, there is always something special about those beautiful, warm and comfortable beds we enjoy when staying at a quality hotel.

Of course, providing a blissful night's sleep is vital for any hotel offering accommodation and as a result, hoteliers are experts at choosing crisp linens, thick mattresses, fluffy pillows, snuggly doonas and soft sheets for their clientele.

This is particularly important for business travelers, exhausted from attending conferences and meetings, and working long hours deep into the night without the creature comforts of home.

Presentation is high on the agenda. Many hotel bedding manufacturers design their accessories to catch the eye and impact on a room's ambience, as well as for comfort.

There is also a trend developing in some overseas markets towards more eco-friendly, natural bedding materials.

For some hoteliers, bedding is the central aspect of their strategy to attract weary travelers, honeymooners and tourists. Indeed, the competition to provide the ultimate hotel bedding

experience has been labeled in some quarters, 'the bed wars'. There has even been 'sleep studies' commissioned by some hotel groups in the United States to keep ahead in the bedding race.

Based in Edwardstown, Elite Bedding is a leader in hotel bedding with a great range of ensembles and mattresses, offering a choice of comfort and support for customers.

Elite Bedding's Commercial Sales Manager, Rod Coleman, said there are several features to look out for including orthopaedic spring systems, Australian manufactured foams, reversible and health guard treated covers and foams for a healthier night's sleep.

"Hoteliers are looking to offer improved comfort for their customers by selecting mattresses with deeper quilter tops or pillow top style beds," he said

"They also seem to be upsizing their beds and split kings are very popular as they offer the ability to have a king size bed but can be split by unzipping the bed and sleeping two people in long single beds."



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Rock Around the Clock Feature

- 🎵 Three Rock Around the Clock overlay symbols triggers the respective number of free spins displayed on the top box.
- 🎵 Free games are played on a 3 reel, 3 line game.
- 🎵 Three of the same symbol on any pay line awards the corresponding credit or jackpot prize.
- 🎵 Up to 40 free games can be won on Rock Around the Clock Feature
- 🎵 Resets at 10 free games.



Rock All Day Features

Rock N' Re-spin

- 🎵 Any 4 or 5 of a kind trigger the Rock N' Re-spin
- 🎵 During the Rock N' Re-spin, reel 1 to 4 are held while reel 5 is re-spun once.

Rock N' Reel Feature

- 🎵 Any 3 scatter trigger the Rock N' Reel Feature
- 🎵 One spin is awarded
- 🎵 The number of records appearing at the completion of the feature spin determines the number of free games as per table (between 5 and 40).



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KONAMI



BEVERAGE BUYER

Cider setting new trends

A point of difference

Festival City Wines and Spirits, the original food and wine distributor of South Australia, has been independently family-owned and operated for over 30 years.

Recently, Festival City Wines have expanded purchasing a premises in Deer Park, Victoria including a drive through bottlemart, and have also opened new offices and warehouses in the last five years in the Northern Territory as Oz North Food and Liquor.

From humble beginnings, the company is always looking for the edge in products and strives to provide goods of quality and value for money. Founding Managing Director Don Totino is always on the move and travels far and wide in search of the best.

Festival is one of the first and largest importers of authentic premium quality Italian Picaron San Daniele and Parma

prosciutto from Italy and from Spain it brings you one of the very best Redondo Iglesias Serrano and soon Iberico Jamon.

Italian wines are making a come back and the Farnese Wines Group are rocking the world of wines with their amazing range, which are now available right here in South Australia, imported and distributed by Festival.

Their recent trophy winning wine Due Lune is on allocation and Festival has secured exclusively one container of stock arriving soon.

You also don't need to look further than Festival for boutique beer and cider.

When it comes to food, wines, beers and liqueurs Festival can give you a point of difference – it's local and fully independent.

For more information go to www.festivalcitywines.com.au

COOPERS MAKES AUSTRALIA

The Coopers' Celebration Ale will be retained as a permanent line.

The ale, which was introduced last year to celebrate the brewer's 150th anniversary, has seen strong sales of more than 100,000 cases since its launch in May.

"Celebration Ale was initially launched as a special one-off product to celebrate our landmark anniversary," said Coopers' National Marketing Director Cam Pearce.

"However we said that if it performed well, consideration would be given to keeping it as one of our regular lines. Sales have exceeded our expectations and we have made the decision to make it a permanent part of our portfolio.

"Indeed, Celebration Ale was the number one new product development in packaged beer by value for the quarter ending October 2012, according to Nielsen data."

The announcement to keep the Celebration Ale was made just before Australia Day.

"Celebration Ale is a great beer to toast a special occasion and as the largest Australian owned brewer, we felt it was appropriate to make the decision at this time," Mr Pearce said.

Celebration Ale is a hops-driven ale with a dark-red hue that follows the style of an India Pale Ale (IPA), in the tradition of colonial ales of Thomas Cooper's time.

It incorporates three different hops varieties – Centennial from the USA, Nelson Sauvignon from New Zealand and Pride of

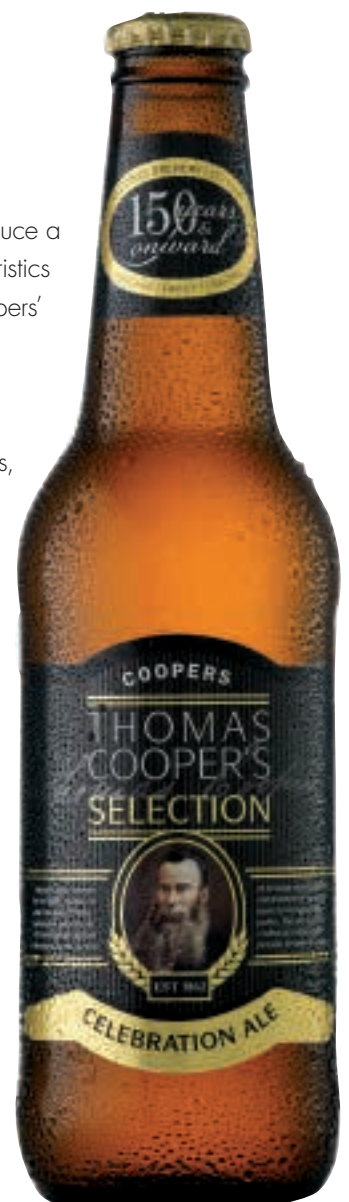
Ringwood from Australia to produce a beer with strong estery characteristics and a "hoppier" style than Coopers' mainstream ales.

"It's also the first beer to be packaged under the Thomas Cooper Selection range of beers, which we expect will become an increasingly important range for us in the future.

"Celebration Ale is a good example of a premium craft beer and fits well alongside the traditional range of Coopers beers.

"The fact that it has been able to carve out a strong following in an increasingly busy sector of the market in a relatively short period of time is a strong endorsement of our brewers' abilities," Mr Pearce said.

Celebration Ale is available in 355ml bottles and on tap at selected outlets. It retails for around \$55 per carton.



Angove celebrate a milestone for Ron Howard

Ron Howard from Angove Family Winemakers recently celebrated 40 years in the wine industry, alongside his 60th birthday.

An interest in wine started as far back as his memory serves him with wine being served in the family home at meal times. Today, Ron counts himself lucky with the wonderful career he has experienced.

"For over 40 years, I have never seriously considered working in any other environment. The strong links to the hospitality industry and the ever changing nature of the product we produce keeps me engaged.

"I have always felt I am lucky to work in an industry I chose as a teenager and still enjoy being part of today," he said.

It was during the school holidays at the age of 17 when Ron worked his first vintage in 1970 at Normans Wines, Underdale.

"I enjoyed the experience of working in a small family business. My intention was always to pursue a career as a winemaker."

With his interest in wine growing stronger, he studied at Urrbrae Agricultural High School followed by tertiary study at Roseworthy College.

Throughout his career, Ron worked at various wineries including Hardy's Siegersdorf Winery and Seppelts in the Barossa, followed by a year at Hardy's Mile End facility which allowed him to gain further production knowledge and drove him to complete qualifications in Production and Marketing at Roseworthy.



Ron Howard, Ricard Angove and Malcolm O'Farrell – Rob Roy Hotel

Moving up in the world of wine, Ron started a new direction in his career in 1979 and filled a position as Area Manager at Kaiser Stuhl. The business was later absorbed by Penfolds Wine Group.

23 years later, Ron left the group in 2002 to join his current employer, Angove Family Winemakers and took on the role of SA State Manager. Today, he works as Regional Manager for SA/NT/QLD.

"The role at Angove's has been as enjoyable as any over the years. I enjoy working in a family business which can be a good fit for the wine industry," said Ron.

Ron's passion for the industry and his love of wine is evident and while he said his three adult sons have chosen not to follow in their father's footsteps, they still enjoy the benefits of his cellar.

WOLF BLASS AND WYNNS DOMINATE AT THE CHINA WINE & SPIRIT AWARDS

Wolf Blass and Wynns have dominated the China Wine and Spirit Awards with Wolf Blass receiving a trophy and five double gold medals and Wynns scoring a trophy and four gold medals.

Wolf Blass Chief Winemaker, Chris Hatcher, is thrilled to receive such outstanding recognition for his wines in China.

"These medal wins are such a fantastic result for the Wolf Blass winemaking and viticultural teams given the wines were awarded for the suitability of the style for the Chinese market – the fastest growing wine market in the world.

"The results are particularly pleasing as the judges were selected from the most important distributors, importers, hoteliers and sommeliers from all the key regions and cities in China and Hong Kong," he said.

Wynns Senior Winemaker, Sue Hodder, is equally delighted with these recent medal wins.

"These awards honour some of Wynns most classic wines with distinct varietal and regional characteristics, including one of Australia's most collected Cabernet Sauvignons from the exceptional 2010 vintage," she said.

The China Wine and Spirit Awards are a unique competition as it is judged specifically for the Asian market by key Asian buyers and sommeliers. The CWSA are the only awards in the world judged specifically for the China market and is entirely focused on consumer preferences and demand.

The last CWSA competition received a record number of entries a total of 3,300 from 25 countries.





*We've brought the terroir of
Abruzzo to the Festival State*



Farnese Wines has established itself as a leading winery of Southern Italy by rediscovering the native vines of the region and successfully fusing past traditions with modern winemaking techniques.

Festival City Foods & Liquor is now proud to offer these unique and intriguing wine varietals to South Australian diners ... look out for the range at leading Adelaide restaurants and discover the distinctive flavours of the Abruzzo terroir.

FARNESE recently received three major accolades at the Sydney International Wine Competition. For award details visit www.festivalcitywines.com.au



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FARNESE

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Cider – a booming market

Cider has become an undeniable success story of the alcohol sector in recent times. Despite increasing taxes on alcohol, and less leisure dollars, the cider market appears to have rocketed.

As taxes increase on RTDs, cider seems to have dodged the bullet and is now the golden child of the beverage family.

JAMES SQUIRE ORCHARD CRUSH APPLE CIDER

James Squire's success is built upon the foundation of its brewing team's exacting standards, and the same standards applied when it came to making a cider of which James Squire would be proud.

Starting with the best ingredients and a little help from the sharpest cider minds in the land, the brewers set

There are many ciders on offer in the Australia market today, with brands constantly reinventing themselves to meet the demands of the public.

Lion has played a key role in transforming the growing cider market offering Tooheys Five Seeds and James Squire Orchard Crush limited release.

about creating a cider which would truly change the market.

Orchard Crush is a truly crafted cloudy cider, blended from a high proportion of freshly juiced Australian apples. Refreshing and perfectly balanced, it delivers the aroma and flavour of real fresh apples.

Its aroma and flavour is fruity, fresh apple nose, medium body and a refreshing zesty citrus finish and it is cloudy, pale gold to summer Straw (varies with season) in colour. 4.8 per cent alcohol.

NOT AS SWEET AS YOU THINK – 5 SEEDS

Tooheys 5 Seeds is the second biggest cider in the country and has three variants in its portfolio – Crisp Apple, Cloudy Apple and Sour Apple.

The name 5 Seeds comes from the perfect apple having five seeds and the lockup is represented with a snake and apple in the image of the five – a nod to the temptation story and a link to the overriding notion of "Not As Sweet As You Think".

5 Seeds Crisp Apple Cider

5 Seeds Crisp Apple Cider is a refreshing medium sweet cider that is produced from fermented Braeburn apple juice. It has a rich apple flavour and a dominant champagne aroma which is derived from champagne yeast. This crisp cider is a light straw colour, similar to that of white wine.

Food Matching: Spicy Thai dishes, chocolate desserts and mild cheeses

5 Seeds Cloudy Apple Cider

5 Seeds Cloudy Apple is a thirst-quenching cider produced from fermented Braeburn apple juice. It has a sharp tart taste, balanced sourness and finishes with a refreshing zing. Its natural cloudy appearance is derived directly from cloudy apple juice which enhances the rich green apple flavour.

Food Matching: Pork dishes, aged cheddar, fish and chips, fresh prawns and oysters and spicy thai chicken dishes.

5 Seeds Sour Apple Cider

5 Seeds Sour Apple is bursting with a lively apple orchard aroma. Fresh fermented apple cider is blended with juicy pears giving it a unique twist on both taste and aroma. This refreshing cider is well rounded, beginning with a smooth mouth feel and a hint of sweetness finishing with a lingering sourness that will make your mouth pucker.

Food Matching: Thai green chicken curry, battered whiting fillets, camembert, crispy pork belly with caramelised apples, salt and pepper calamari and green mango chicken salad.



NEW

James Squire

ORCHARD
CRUSH

APPLE CIDER

500ml



Traditional Cloudy Apple Cider
that's ripe for the picking.



500ml BOTTLE AVAILABLE AT ALL GOOD
BOTTLESHOPS & ON TAP AT SELECTED PUBS

HAIL A CAB THIS WINTER

Australia is the fourth largest producer of Cabernet Sauvignon and rightfully, it appears on any decent wine list. The fact that it is full bodied and goes well with the fat content in a marbled steak or roast makes it popular in pubs.

Chefs love it because it has wonderful flavours such as black cherry and blackberry, oak and savoury flavours like black pepper.

So here's a whirlwind tour of Cab Savs to attack.

Let's start in one of the best Cab Sav regions in the land; sorry, not SA – the good vintages in the Margaret River has seen it come up trumps in recent years.

Amberley Secret Lane Cabernet Merlot 2011 and Brookland Valley Verse 1 Cabernet Merlot 2011 are both fine examples and beg to be paired with the classic lamb roast.

We should jump to the Coonawarra next. It's the number two region in Oz. But let's digress and look at the Clare Valley offerings. Now these are not the classic geographic location for the best Cab Sav, but the Polish Hill River Cabernet Merlot 2008 is truly excellent. It's medium bodied and complex. Yum!

Okay, time for the Coonawarra. Gentlemen, get out the steak knives and tuck into a bottle of Karl Gump's Cartel Cabernet Sauvignon 2010 or Cabal Cabernet Sauvignon 2010. Those who like the known brands and stick with them will plum for Oomoo. Consistent, full of berry and spice, it is another that has the spring lambs trembling!

Still in that neck of the woods, Dru Reschke works his magic with Koonara Ambriel's Gift Cabernet Sauvignon 2010 and the Koonara Angel's Peak Cabernet Sauvignon 2010. If you haven't tried his wines, give it a crack.

McLaren Vale mulberry is front and centre with Haselgrove's twin peaks, the First Cut McLaren Vale Cabernet Sauvignon 2010 and H by Haselgrove McLaren Vale Cabernet Merlot 2010. If you've had a few drinks, ordering by a single letter – "H!" – is patron friendly. Chocolate and soft oak round out their wines. Always worthwhile.

For the landed gentry who like to tinkle on grape juice close to home, the Adelaide Hills is not the first name linked to Cab Sav but it might just have the last word. The Lane Vineyard – 19th Meeting Cabernet Sauvignon 2010 and The Lane Vineyard – Block 1 Cabernet Merlot 2009 have both caught the judges eyes as always, these wines are well structured and refined, a perfect match for fine dining.

Food Match

Mama Mia - rich tomato pastas to warm up your winter!

Totino Cabernet Sauvignon 2010

Bella Vigna McLaren Vale Cabernet Sauvignon 2010 Harvest

Kingston Estate Cabernet Sauvignon 2011

Avalon Tree Langhorne Creek Cabernet 2010

Filipino style BBQ pork!

Pride of the Fleurieu Cabernet Sauvignon 2011

Sister's Run Cabernet 2011

Tamblyn 2010

Walter's Cabernet 2009

Kangaroo – lean and healthy, and red wine is good for your heart!

Coulthard Cabernet 2010

Bin 56 Cabernet Malbec 2008

Houghton Cabernet Sauvignon 2010

Tapas – my, aren't we trendy now, nibbling on chorizo!

Hardy's Oomoo Coonawarra Cabernet Sauvignon 2010

Tintara McLaren Vale Cabernet Sauvignon 2010

Red Knot Cabernet Sauvignon 2012

Steak – gloriously running red, grilled to perfection!

Shingleback "The Davey Estate" Cabernet Sauvignon 2011

Trentham Cabernet Sauvignon Merlot 2010

Crabtree Hilltop Vineyard Cabernet Sauvignon 2010

Yellow Tail Cabernet Sauvignon 2012

Cheese please!

Step Rd 2010 Cabernet Sauvignon Langhorne Creek

Yellow Tail Limited Release Cabernet Sauvignon 2005

Duck – confit and crisp, with the peppery spices of juniper berry!

R1 Cabernet Sauvignon 2010

Marananga Stonewell Vineyard Cabernet Sauvignon

Prawn, Avocado & Baby Roma Truss Tomato Pasta Salad

(Courtesy of San Remo)

Ingredients:

- 300g San Remo wholemeal spiral pasta
- 80ml (1/3 cup) extra virgin olive oil
- 80ml (1/3 cup) fresh lemon juice
- 2 teaspoons Dijon mustard
- 500g medium cooked prawns, peeled
- 250g baby roma truss tomatoes, halved
- 150g baby spinach leaves
- 2 spring onions, ends trimmed, thinly sliced
- 1 avocado, halved, stone removed, peeled, coarsely chopped

Method:

- Cook the pasta in a large saucepan of salted boiling water following packet directions or until al dente. Drain.
- Meanwhile, whisk together the oil, lemon juice and mustard in a small jug. Season with salt and pepper.
- Place the pasta, prawns, tomato, baby spinach, shallot and avocado in a large bowl. Gently toss to combine. Pour over the dressing and toss until just combined.
- Divide among serving bowls. Serve.



Independant Gaming Analysis (IGA) is changing!

The new look IGA will remain the same as the old one, with great staff, service and reporting on your gaming machines, but with a new modern look heading in to the future.

Independant Gaming Analysis is one of South Australia's leading gaming consultants, producing and **analysing** gaming reports for all size venues for over 4,000 gaming machines in SA. Director of IGA Rob Mullarvey has over 35 years' experience in gaming machine management and has been part of the SA gaming industry since its inception.

IGA currently produces all the reports required under the Gaming Act, management reports to ascertain theft and reports to assist in building your gaming machine income.

Independant advice on gaming machine selection, including machines, games and denomination is a speciality of Rob Mullarvey!

Sound independant advice on all aspects of gaming, maximizing your gaming profits is a statement well suited to Independant Gaming and Rob Mullarvey.



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GAMING CARE – AN INDUSTRY INITIATIVE MAKING A REAL DIFFERENCE

‘An Industry Initiative Making a Real Difference’ – that’s a bold statement yet one that reflects the situation as it is today with significant inroads being made to addressing problematic gambling in our hotels.

So how do we know this?

We know:

- From our work with hotels, large and small and everything in between, patrons are being identified by staff as exhibiting indicators that are likely to be observed in problem gamblers.
- The responses of those patrons and the effort that has gone into encouraging and assisting them take what can often be difficult steps to seek support.
- In excess of 70 per cent of these responses are as a result of gaming room managers and staff initiating contact with patrons about their gambling behaviour. No easy task and one that takes skill and confidence. Previously, majority of the responses resulted from patrons seeking assistance.
- Staff have benefited from the support provided through training by Gaming Care’s facilitated in-house workshop and/or formal training that focuses on interacting with patrons. Training that enhances existing skills, knowledge and increases confidence to deal with these sometimes difficult situations.
- Our Responsible Gambling Document was developed to assist hotels meet obligations under the Responsible Gambling and Advertising Codes of Practice and provides staff with a practical resource to enable them easy to understand information that they may need at any time.
- Our work with Gambling Help Services has resulted in feedback that patrons are achieving better outcomes in controlling their gambling behaviour, especially where there has been a collaborative effort between hotel staff, Gaming Care, Gambling Help Services and or other organisations.
- From the notices sent by hotels to regulatory/inspectorate bodies regarding patrons that breach barring orders states



that gaming staff are making every effort to be vigilant in identifying barred patrons who enter or attempt to enter their gaming areas and request them to leave.

- Our visits to venues are taking longer; the direct result of a significant cultural shift from the long held view of “if we report having patrons who may be engaging in problematic gambling then we will be seen as a problem venue,” to one that recognises that being a responsible venue is all about assisting patrons who may be getting into difficulty and responding.
- From the very real stories that gaming staff relay to us that problematic gambling is about real people in often what can be very complex and multifaceted situations and that the approach to addressing these situations is handled in a sensitive and respectful way as staff do care about the well-being of their patrons.

The vital work that we as an Industry undertake, work that occurs at the venue level, within Gaming Care and the AHA|SA is ongoing. We all have our role to play. The hotel and club industry continues to maintain that by working with Gambling Help Services, regulators and other interested parties, far more can be achieved. This must also be the objective for the future. The model has proven to be effective. The task is now to continue the momentum; however in doing so we should be reminded just how far we have come and continue to reflect on what has been achieved.

BRINGING GLOBAL EDUCATION PROGRAMS TO AUSTRALASIA.

When you join forces with a global and pre-eminent training organisation such as the American Hotel & Lodging Educational Institute (EI) you can't help but deliver exceptional training programs.

Industry programs designed by hoteliers for hoteliers

TAA's Education & Training Program has launched its inaugural Certified Hotel Administrator (CHA) on-line training course offering hotel general managers EI's most valuable and internationally recognised certification.

CHA modules include hospitality operations, human resource management, leadership management, sales & marketing, finance management.

Enjoy the flexibility of self-paced on-line training. Visit TAA's Education & Training website today and follow the links to the CHA Program.

TAA Members will receive special member's rates,
available only on the Member's Application Form.

Established as a non-profit educational foundation of the American Hotel & Lodging Association, the Educational Institute's mission is to continue being the preferred provider to the lodging industry, hospitality schools, and related hospitality industries by developing and providing quality.

www.ahlei.org

Tourism Accommodation Australia (TAA) was established in 2011 to represent the interests of Australia's accommodation industry. TAA is a division of the Australian Hotels Association, a federally registered organisation of employers representing hotels since 1836.

www.tourismaccommodation.com.au



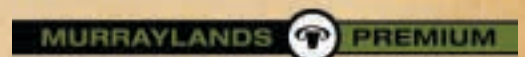
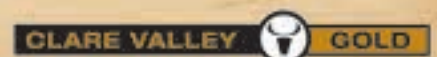


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WORKFORCE DEVELOPMENT – WORKFORCE FUTURES PROGRAM

What is the Workforce Futures Program?

The Workforce Futures Program is a Federal Government initiative which has been allocated \$11.8 million to assist with workforce development of small and medium sized businesses within the tourism and hospitality sector. The aim is to improve the capacity and capability of the workforce of such businesses through the creation of a workforce development plan.

What does it mean for my business?

Managers and business owners are being met with an ever increasing regulatory and non-regulatory requirements which often mean areas such as employee/workforce development are being left behind. By taking part in the Workforce Futures Program businesses will be able to access free workplace planning advice, which is tailored to best suit the needs and requirements of each individual business. Part of this includes the development of a 'workforce development plan' which outlines ways to lift employee retention rates, boost skills development of employees by providing alternative training options, best practice performance management and more. This plan is prepared by a trained Skills Advisor allowing managers and business owners time to focus on other areas of the business.

How does the program work?

Eligible employers who sign up to the program will be able to access the skills and knowledge of trained Skills Advisors who will be able to assist them in the development of the 'workforce development plan' which outlines areas within the business where there may be a need, requirement or opportunity to develop employees. The AHA|SA has two trained Skills Advisors, both with extensive knowledge of the hospitality

“The aim is to improve the capacity and capability of the workforce of such businesses through the creation of a workforce development plan.”

“By taking part in the Workforce Futures Program, businesses will be able to access free workplace planning advice, which is tailored to best suit the needs and requirements of each individual business.”

industry, who are able to assist with this process. The Skills Advisor works one on one with each business to develop a plan to suit their needs and requirements.

What are the eligibility criteria?

To be eligible to participate in this program the following criteria must be met:

- Employers must have a written business plan – this can be a simple statement of your business goals and the plan of reaching those goals; and
- The business must have been operating for at least 12 months; and
- Employers must be willing to commit 17.5 hours of their time over a six month period

How to apply?

Members who meet the eligibility criteria need to complete an 'expression of interest' (EOI) form found on the Workforce Futures website – www.workforcefutures.com.au

Where can I find further information?

Further information on the program and what it entails can be found at www.workforcefutures.com.au or by contacting Owen Webb or Liz Gitsham at the AHA|SA on 8232 4525.

EMPLOYEE DOCUMENTATION – CONTRACTS OF EMPLOYMENT

The AHA|SA receives a number of enquiries from Members in relation to the issuing of Contracts of Employment (or Letters of Appointment) to employees. Disputes regarding pay levels and entitlements can often be avoided by having clearly written contracts.

The AHA|SA has previously advised that **all employees**, regardless of whether they are casual, full time or part time and regardless of whether they are paid by the hour, an annualised salary or weekly wages should receive a contract, ideally before the commencement of their first shift. There has been no change to this position; the AHA|SA **strongly recommends** that in line with best practice and with the aim of reducing potential disputes, **all employees** are given a contract at the commencement of their employment. The contract must be signed by the employee to show that they have read and understood their conditions of employment. A copy of this should be provided to the employee with the original kept by the employer in the employees' personnel file.

The contract outlines the terms and conditions of the employment relationship that exists between the hotel, as the employer, and the employee. Details that should be included in the contract are (but not limited to):

- Employing entity and employee name
- The commencement date of the employment relationship
- Position title and classification level of the position
- Whether the position is full time, part time or casual
- The name of the Industrial Instrument that covers the employees employment (e.g Hospitality Industry (General) Award 2010)
- The applicable level of pay for the position or the annual salary amount and the clause(s) within the Industrial Instrument covering such
- When and how wages will be paid (e.g. fortnightly, weekly, EFT, cheque etc.)
- Who the position reports to
- If employment is conditional upon the employee receiving and maintaining approval as a Gaming Machine Manager, responsible person or the like this should be included
- Hours of work per week (full time and part time only)
- A confidentiality statement

- Acknowledgement of the existence of and compliance with hotel policies and procedures
- If the employment is for a fixed period only (i.e. seasonal, one year etc) then this must be outlined in the contract.

Probationary periods are no longer a requirement as by default all employees receive a six month probationary period for a large business over 15 employees or 12 month probationary period for a small business below this number due to Unfair Dismissal laws. If however you wish to apply a probationary period it must clearly outlined in the contract.

As a contract outlines the terms of employment the possibility of a dispute and/or legal action surrounding an employees' employment is reduced.

It is recommended that employees who were offered employment for a fixed period only, be advised at least one month before the end of the contract period if their employment will cease, or if negotiations will commence for a new period of employment. If the employment relationship is extended a new contract should be provided to the employee once again outlining the terms and conditions of employment and any time period for which the contract may relate.

If a current employee changes their employment status with the hotel (i.e. a casual employee becomes a full time employee, a Grade 2 Food and Beverage Attendant is promoted to a Duty Manager position etc) a new contract should be provided to the employee outlining the new employment conditions.

In the event an employee did not receive a contract at the commencement of their employment, or at the time the employment relationship changed, the AHA|SA recommends providing such employees with a 'Confirmation of Employment' letter. This letter should confirm the employee's terms and conditions of employment.

To assist Members, the HR/IR team have developed a number of template contracts which are available in the Members section of the AHA|SA website under the Industrial Relations tab – www.ahasa.asn.au

Members with any queries should contact the HR/IR Team on 08 8232 4525.

GM's REPORT

By Ian Horne, AHA|SA General Manager



The Deputy Premier's proposal to allow the sale of wine in supermarkets, as outlined in the last edition, is by far the dominant issue for the AHA|SA agenda as the year commenced.

The AHA|SA and a coalition of Independent Liquor Retailers (Thirsty Camel, Sip n Save, SA Liquor Retailers and associated stakeholders) remains firm in its opinion that this proposal is bad for business and ultimately very bad for wineries.

Let's be clear, the proposal would allow the sale of any bottled wine from anywhere in the world in any supermarket larger than 400m. Despite the government deliberate rhetoric, this is not about small 'family owned' grocers and it's not about helping 'small boutique wineries'.

Although Foodland has stated it would stock only SA wine (IGA has been interestingly silent), this cannot be legislated, they cannot be held to it and sales in these supermarkets will be dwarfed by the big players in the grocery market.

The fact is the proposal would simply put more and more power into the hands of the big grocers – Coles and Woolworths – who already control 60 per cent of the liquor market (and 80 per cent of groceries) – at the expense of the independent bottle shops, and ultimately even the wineries the Deputy Premier says it is aimed to help.

Foodland state that 22,000 signed their petition and think the proposal is a good idea. Scratch the surface of the petition and what is clear is that the question put to signatories was along the lines of 'would you like your local Foodland to sell local SA wine?'

Perhaps if the question had been more accurate, such as 'would you like Coles and Woolworths to sell any wine from anywhere at the expense of your bottle shops, independent cellars and smaller wineries?' – the responses may have been different.

And, supermarkets under the draft definition would include Cheap as Chips, Big W, K-Mart, Target, The Reject Shop and some On the Run Service Stations, and of course Aldi in the future – is this the sophisticated 'wine culture' image the Deputy Premier was seeking? Is this really the culturally desirable food and wine experience heralded as so desirable? We think not.

Since the last edition, the AHA|SA and coalition of independent liquor retailers formally launched its campaign, "Let's Draw the Line" against this ill-thought out proposal. All hotels with bottle shops, together with a number of independent bottle shops have received posters, banners and other materials with the "Let's Draw the Line" messages. As well, a number of radio and press ads have been running in the media. These have focussed on the critical key arguments; the huge damage that giving more and more power to Coles and Woolworths will do (think of the milk industry), the real people in real businesses who already support SA wines, and the wineries themselves who are increasingly concerned about the proposal.

A website (www.letsdrawtheline.com.au) with facts, figures, videos, and options to send letters directly to parliament has also been established where direct messages can be sent to MP's and MLC's. A Facebook page compliments this website.

At the same time as the highly visual campaign, coalition partners have been meeting with Members of all sides of both houses of parliament together with bottle shop and hotel owners and wine industry associations. Letters and information has been sent to all associations representing all wine regions in South Australia as well as to all Foodland and IGA stores.

Individual wineries are also increasingly independently contacting us voicing their enormous concern with the proposal. These winemakers believe in the strongest terms that selling wine in supermarkets will irrevocably damage their brands and wineries.

They all state that the current relationships they have with independent bottle shops and cellars and the 'hand sell' is critical in selling their product, especially if their product is 'small boutique' wine and not a larger well-known brand. All recognise that this will be impossible in a supermarket situation. Some also state concern that the proposal will also damage cellar door sales, the only place, they say, that they retain full control of the sale and margin.

The AHA|SA and coalition partners are clearly not alone in their opposition to this proposal.



Judy and Mike Press in their Adelaide Hills' vineyard.

THE GRAPES OF WRATH?

Clearly Judy and Mike Press (Mike Press Wines, Adelaide Hills) don't have a worry in the world, right?

Wrong. Read what they think about the S.A. Government's proposal to let supermarkets sell wine.

"At worst, we have been misled by the Government and at best they really have no idea of the impact. There is a significant danger the larger chains (Coles and Woolworths) will resort to high margin 'home brand' sales. It will enhance the bulk wine market and further disadvantage regional brands. Dedicated wine and bottle shops have professional staff who want to learn about and educate themselves and their customers on wine. You can meet winemakers working in wine shops, this cannot happen in a supermarket environment."

Let's draw the line.

Supermarkets for groceries. Independent bottle shops, pubs and cellar doors for liquor.



Get onto letsdrawtheline.com.au to find out more.

Authorised by the Independent Liquor Retailers Coalition in South Australia.

AWR022



Wine in supermarkets could mean a horror story ending for bottle shops and pubs.

Now the S.A. Government wants to let supermarkets sell wine. That means any wine from anywhere. If this happens, genuine S.A. family businesses will be forced to close or shed staff.

And who will be the winners? Coles and Woolworths.

Let's draw the line.

Supermarkets for groceries. Independent bottle shops and pubs for liquor.



Get onto letsdrawtheline.com.au to find out how you're affected.

Authorised by the Independent Liquor Retailers Coalition in South Australia.

AWR022

“FARE doesn't want it, bottle shops don't want it, independent cellars don't want it, and wineries don't want it”

FARE (Foundation for Alcohol Research and Education) in its submission to the government review outline real concern from an alcohol availability point of view, and they have a point, SA currently has the highest number of liquor outlets per person than ANY other state in the country, and this is before any supermarket sales.

FARE doesn't want it, bottle shops don't want it, independent cellars don't want it, and wineries don't want it but it doesn't stop there. Wine writer Philip White openly warns winemakers against dealing with the big grocers, Sunday Mail columnist Lainie Anderson said in her article that although on the face

of it seemed like an ok idea her final advice is dump the idea.

So, who was this proposal aimed at helping again? More and more it seems the only one who wants this to happen is the Deputy Premier. Not even his own party seems convinced with a number of who have also said they have grave reservations.

SA independent bottle shops and cellars already support, stock, hand sell and promote SA wine. They will keep doing that.

Any proposal to allow the sale of any wine from anywhere will damage the viability of these businesses and the wineries tell us, themselves as well. And make no mistake this damage to business will reverberant beyond just those businesses, it will be felt in rural communities – so often supported by the local hotelier, cellar doors and the small boutique wineries the Deputy Premier says the proposal is aiming to assist.

There is no room for compromise and the AHASJA and Coalition of Independent Retailers will continue with this campaign for as long as it takes.

Since the submissions were due the government has been largely silent on the issue. We can only urge them to make the only reasonable decision and withdraw the proposal.

IN MEMORY OF JULIANA HATHERLEY

1.10.45 – 23.2.13

Juliana Hatherley worked within the hospitality industry for many years.

With her husband Max Hatherley (deceased), they ran a number of very successful hotels.

Their reputation for good food and exceptional hospitality was renowned among the hotel and business community.

Juliana worked tirelessly in maintaining high standards

“Their reputation for good food and exceptional hospitality was renowned among the hotel and business community.”

and was always looking at ways to improve the businesses she was associated with.

For the period 1969 to 1984, Juliana and Max operated at different times a number of leases including the Aldgate Hotel, The Kensington Hotel, Challa Gardens, Stirling Hotel and the Bridgewater Hotel.

In 1995 Juliana was appointed Catering Manager at the Feathers Hotel, Burnside looking after the function area and restaurant.

From 1997 to 2002 Juliana joined John McCawley at the Royal Coach Motor Inn at Kent Town before again returning to the Feathers Hotel in 2002 to her previous role.

She remained here until ill health forced her resignation in mid 2012.

The AHA|SA would like to express its condolences to Juliana's family and friends.

She will be greatly missed by her colleagues, friends and the many patrons who loved her.

ahasa

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