



Hi

It's all happening! Lots of property upgrades and refurbishment programs happening across the country. Under refurbishment is The Cumberland Lorne due to be finished in December and new on the scene just out of Melbourne is Peppers Moonah Links. In Sydney The Sydney Hilton is planned to open in June next year. Pam from our office was in Sydney last week doing a series of site inspections with one of her Queensland based clients where they received a comprehensive briefing on the Sydney Hilton. Obviously lots of thought and planning has gone into the hotel and it looks like it is going to be a great conference and meeting venue.

As we move into the busy part of the year in the run up to December and summer holidays, space at venues is becoming tight in late October and throughout November. It is hard to tell if this is due to the Rugby World Cup or an increase in general demand for meetings and conferences. Here at the office we are already working on programs for February/March 2004 and beyond and at destinations as far a field as the United Kingdom .

There is at the moment a lot of press about spam and the future of email in terms of unwanted email that we all get from time to time. This last week or so I have had more than my share of unwanted email. Our technical support team assure us we are well protected from virus attack and our emails are scanned coming and going. The proposed legislation regarding spam is welcomed and will ensure that you continue to receive newsletters like ours that you have subscribed to.

I'm glad summer is just around the corner, it makes my Wednesday afternoons spent sailing on Hobsons Bay that more enjoyable! Now you too can enjoy a few hours on the water any day of the week with team building sailing programs available on Port Philip Bay . Similar programs are available in Sydney , let me know if you're interested.

Regards,

Jim Conway

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I invite you to take a look at our easy to use resource rich site

conferencesolutions.com.au

It now has some feature articles and helpful hints which can be downloaded.

P.S. Thanks go to those readers who have taken time to express their thoughts and provide valuable feedback on our newsletter, your input is always welcome.

VENUE REVIEWS

Central Coast New South Wales

Citigate Sebel Waterfront Resort is beautifully situated on the Central Coast of NSW. The resort offers delegates a choice of 145 beautifully appointed apartment-style guest rooms including studio, 1 and 2 bedroom, executive and luxury loft apartments. All apartments are spacious, well appointed and feature balconies or terraces.



Located right on the shores of scenic Tuggerah Lake, with superb views of the surf beach and the lake, the resort is the perfect waterside destination for meetings and conferences. The resort has 6 meeting rooms catering for 8 to 290 guests and features a heated swimming pool, spa and gymnasium.

Superbly situated in a fabulous region that offers an abundance of recreational activities, including sailing, fishing, boating, wildlife parks, pelican feeding, golf and tennis.

All just 90 minutes easy drive from Sydney.

To find out more call Lisa Moloney on +613 9870 4611

“ Always do right; this will gratify some people and astonish the rest. ”

- Mark Twain

Day Conference facility, Central Sydney

Located within Sydney's CBD, opposite the Queen Victoria Building, Mt Eliza on York Street offers a dedicated corporate learning environment specialising in conferencing.

CONFERENCE TIPS

Debrief and Review

As an integral part of the conference or meeting planning process is the need to find out what elements were successful and what areas need improvement. The people to ask are your conference presenters and of course the delegates. Remember, rarely will you be able to please all your delegates, all of the time and the feedback you receive will help you for next time.

You have a choice of when to get the answers you need:

- at the event;
- after the event, by mail;
- after the event, by telephone;
- by group discussion or individual interview

How you go about getting feedback varies, some favour a pre-printed questionnaire, which delegates complete as the event is in progress. If you are researching speaker style and content this is ok. You do need to be aware that an overall view of the event will be impossible to gauge until the event is completed.

Distributing questionnaires to delegates as they leave the conference is another option. Using this method, the replies reviewed may be more considered – the delegates will have had time to think about the event in its entirety and be able to make better overall judgements. The number of returned questionnaires is likely to be quite low and so the results may not be representative.

A better method is to follow up a statistically relevant sample by telephone within a couple of days of the conference. Say 25% of groups up to 100 and on a sliding scale about 10% of groups over 500 or more. If anonymity is guaranteed you will get a more honest view.

Remember the prime conference objective in assessing the success or otherwise of your conference and keep the smaller itchy issues in perspective. The main outcome of conducting relevant and focused feedback is to discover opportunities that will assist in improving future events.

“ Every flower must grow through dirt. ”

- Anonymous



The venue boasts a large meeting room and two syndicate rooms, they can offer exclusive use of the venue, private balcony and separate coffee lounge. All rooms are filled with natural light and have impressive city skyline views.

The complete meeting packages include room hire, catering, audiovisual equipment and your own dedicated conference co-coordinator who will ensure the success of your meeting or event. A variety of accommodation can be found nearby as needed.

Call Sue Wall +613 9870 4611 to find out all about day conference and meeting venues available in Sydney.

“ Imagination is the highest kite one can fly. ”

- Lauren Bacall

Waterlover's Paradise for meetings, a stone throw from Sydney

On the picturesque Pittwater is the award winning waterfront hideaway Newport Mirage Resort specialising in conferencing and meetings.

Situated on the tranquil shores of the Northern Beaches largest waterway Pittwater and just 45 minutes north of Sydney's CBD, this boutique resort offers magnificent views, great service and a multitude of activities at your doorstep.



Meet Lisa Moloney



Lisa recently joined the team here at Key Conference Solutions as National Business Development Manager, she was previously with Mt Eliza Business School and most recently Mirvac's Sebel Lodge Yarra Valley .

Lisa has been involved with the MICE Industry for over 15 years. She has a great knowledge of hotels, resorts and conference centres throughout Australia and overseas. During her time with Mt Eliza Business School, Lisa had the opportunity to travel to the USA on a study tour of conference centres. This has expanded her knowledge of conference centres and developed her networks of industry professionals that attended from North America , Europe and the UK. During 2000 Lisa also travelled to the UK and visited a number of conference centres and hotels throughout the UK .

Lisa offers knowledgeable advice on venues to meet your individual conference demands! Her broad experience and exposure to the industry will ensure professional and unbiased recommendations to match your needs.

A proud and passionate but disappointed fan of the Magpies, Lisa spends her spare time in the gym and at her favourite getaway destination Philip Island with family and friends - loves weekends away and dining out (particularly lunch with the girls where she is constantly asked to keep the noise down)!!

“ It's not whether you get knocked down, it's whether you get back up. ”

- Vince Lombardi

BEEN IN TO SEE US

To maintain our knowledge of innovations, upgrades and newcomers on the venue scene Australia-wide, we regularly enjoy visits from property personnel for venue updates and briefing sessions which lately included Justine Salame Hamilton Island, Felicia Corso Epicure Catering, Paul Salmon and Dino DiPierdomenico from work@play, Olivia Webster- Griffiths Royce Hotel, Teresa Bricknell Novotel, Mario Cugliandro Carlton Crest, Nicole Woolfe and Rachel Smith Mirvac Hotels, Shane Harington-Hawes Hireimage, Olivia Jackson Le Meridien at Rialto, Hilary Stone Laguna Whitsundays, Michela L'Etang Grange Group, Tim O'Shea Ramada Melbourne and Rhonda Norman Peppers.

The dedicated conference team appreciate the importance of helping you achieve success. They take great pleasure in helping you tailor your conferencing activities to create memorable experiences for your delegates.

Their comprehensive range of facilities include conference rooms, 4-star accommodation, a fine dining restaurant and bar with stunning views, waterside function area, pool, spa, gym and more.

Call Pam Conway +613 9870 4611 for pricing and availability at this great conference venue.

YOUR SAY

“Fantastic, please confirm both bookings. Thanks for your help this has certainly been the smoothest and most efficient sourcing of a venue I have ever had.”

Geof Gray - Servier Laboratories

“Thanks to the team at Key Conference Solutions for helping us find the perfect venue for our Christmas function. Your friendly team introduced us to new venues and organised everything for us from site inspections, to liaising with the venue and organising our special requirements, to the actual booking. Nothing was a hassle! The service that Key Conference Solutions provided was very professional and saved us a lot of time. We will definitely be using them to help us find our next "perfect" venue.”

Carly Cannan - Events & Sponsorships, ANZ

BREAKFAST SERIES

Here at Key Conference Solutions we are offering a series of promotional breakfasts focusing on different destinations and activities available within Australia and overseas. The first in the series is next Tuesday 7 October and will feature both Sydney and regional NSW venues and conference activities. We have lots of great prizes available to be given away. You can still register your interest to attend this breakfast by email to breakfast@conferencesolutions.com.au or call Lisa Moloney on +613 9870 4611 no later than Friday, 3 October 2003 .

Other promotional breakfasts are planned for early in 2004 and if you have any suggestions or destinations you would like to see offered please email jconway@conferencesolutions.com.au

“ A man has to live with himself, and he should see to it that he always has good company. ”

- Charles Evans Hughes

OUT AND ABOUT

On a regular basis our team members are out and about sampling first hand conference and meeting venues throughout Australia . This ongoing schedule of briefing sessions and venue inspections ensures our product knowledge is extensive and current which in turn allows us to offer you, our valued clients, a professional, authoritative and independent advice on conference and meeting venues.

Our team have been out and about and visited Rydges North Melbourne, Rydges Carlton, Lancemore Hill, Werribee Mansion, Ballarat Lodge, Plaza Ballroom, Chapter House, The Westin Melbourne, Melbourne Town Hall, Sheraton Towers Southgate, Cumberland Marysville, Stonelea Resort, Clarion on Canterbury, The Como Melbourne and in Sydney last week Dockside Cockle Bay, Four Seasons, The Wentworth, The Westin along with a briefing from Donna Forbes on the new Hilton Sydney due to open June 2004.

Let us find the right venue for your conference call us **NOW**
+613 9870 4611 **Our venue finding service is FREE.**

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JOIN AUSTRALIA'S TOP COMPANIES

Join the ranks of Australia 's leading companies that are taking advantage of the Australia-wide and international **FREE** venue finding service Key Conference Solutions offers.

Nortel Networks, ANZ, Merck, Shell, Esanda, Simplot, Energizer, BP Australia, Myer Grace Bros., Colorado Group, Carter Holt Harvey, Armstrong World Industries and Belden Australia are just some of the leading companies who have chosen Key Conference Solutions to source venues in Queensland, New South Wales, Victoria and in fact venues Australia - wide and internationally for their business events.

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“ If you want a place in the sun, you've got to put up with a few blisters. ”

- Abigail Van Buren

We're eager to hear what you think of this newsletter.

Feel free to offer comments and suggestions when you [e-mail](#) me. Please forward this newsletter to a friend or colleague who may be interested in receiving our newsletter.

Subscription is [free](#).

“ No duty is more urgent than that of returning thanks . ”

- St Ambrose

[website](#)

Click here to visit the Key Conference Solutions website