

Hotel SA

The Official Publication of THE AUSTRALIAN HOTELS ASSOCIATION (SA branch) April / May 2016

SPECIAL REPORT 26,250 – IT'S A NUMBERS GAME



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CONTENTS

TAKING IT EVEN HIGHER 17

Faced with a hotel 'going backwards', the King Hotel Group has invested \$2 million into the Highlander Hotel.

WOMEN IN HOTELS 24

The Women in Hotels network celebrated International Women's Day on Tuesday 8 March at The Mayfair Hotel, Adelaide.

2016 AHA|SA HOTEL INDUSTRY AWARDS FOR EXCELLENCE 26

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.

WAYS TO REDUCE YOUR ENERGY CHARGES 27

Energy bills for hotels have increased enormously since the energy market shakeup, with some hotels reporting sevenfold increases.

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FROM THE PRESIDENT

PETER HURLEY – AHA|SA PRESIDENT

ROOT AND BRANCH REVIEW REQUIRED FOR MAD MARCH

The “Mad March” run of events and festivals has now passed and for the first time we are seeing constructive debate about getting the right mix.

When one international star criticised the Fringe, it opened the floodgates. This from the ABC:

British comedian Alexis Dubus has vowed not to take part in future Adelaide Fringe Festivals because he said it was being driven by “greed and complacency”.

“The comedian has performed at the Fringe since 2009 but said it had lost its “exciting, exuberant, experimental” spirit and was now driven by large venues, which drew large crowds of drinkers but not audiences.

“The big hubs are attracting the sort of people who come there solely to drink.”

Then award-winning comedian Brendon Burns spoke up:

“I have lost count of the amount of times I bumped into world-class international acts, declaring they would never return. I certainly won’t.”

Former Dexys Midnight Runners Pete Saunders who performed *Blues and Burlesque*:

“Ultimately Adelaide doesn’t have the population itself or nearby to allow small genuinely fringe producers to compete with the marketing budgets of such large commercial ventures as the Garden of Unearthly Delights or the Croquet Club.”

Cabaret king Tomás Ford had this to say:

“It needs super-radical change if it wants to be a Fringe and not just a beer garden with huge commercial works.”

“Bizarrely proud as Adelaide is of putting its entire cultural calendar into Mad March, actual Fringe acts cannot compete with the marketing budgets being thrown around.”

“The Garden Of Unearthly Delights and Royal Croquet Club are their own festivals and have the marketing muscle to compete in March.”

Writing in InDaily, veteran Adelaide arts administrator Rainer Jozeps said:

“There was a time when Adelaide, too, was authentic ... today’s inauthenticity accompanying city ‘vibrancy’ and ‘activation’ strategies begets mediocrity.”

When I have raised concerns in the past, I have been treated as if I had shot Bambi. Now, at last, it seems we have other voices prepared to speak up.

So what do we make of all this?

Firstly, not all festivals are created equal. The Tour Down Under has slowly developed from being a local event into being a genuine economic driver that attracts interstate and overseas visitors. The Cabaret Festival, Clipsal500, Asia Festival and revamped Tasting Australia all get a tick.

However, the Guitar Festival has not captured the imagination of the population and clearly it needs to be reviewed.

The Fringe clearly needs to be forensically reviewed and based on this year’s damaging criticism, major changes are needed. Locals are nervous about criticising the Fringe but overseas and interstate acts are shining a light onto deep structural problems. A “root and branch” review is overdue.

Jazz It Up?

We need more events in the colder months. With a raft of major hotel developments coming on stream in the next few years, this will be even more important.

I can’t help but notice the success of folk and jazz festivals in regional and metropolitan centres around the world, as well as in SA.

If Mount Gambier can run such a magnificent Generations In Jazz Festival over many years, it raises the question as to whether we should also run one in Adelaide (without diminishing the Generations In Jazz Festival).

Peter Hurley
AHA|SA President

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MARK KEELEY
Sales Manager SA
Mark.Keeley@ali.com.au
0420 979 073

SAMANTHA CHARVETTO
Business Development Executive
Samantha.Charvetto@ali.com.au
0412 130 194

AARON MCCLEMENT
Business Development Executive
Aaron.McClement@ali.com.au
0409 287 227



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26,250 – IT'S A NUMBERS GAME

IAN HORNE – AHA|SA GENERAL MANAGER



This number is proving increasingly crucial to South Australia. According to the University of Adelaide's SA Centre for Economic Studies it represents the number of South Australians employed in South Aussie hotels. That's right 26,250 South Australians employed in SA hotels.

Here's another number - \$950,000,000. That's what the SA Centre for Economic Studies says SA hotels pay in wages annually - nearly \$1 billion in wages and allowances!

How about \$1,230,000,000 – that's \$1.23 billion spent by SA hotels on annual purchases of mostly local liquor, wine, beverages and food stuffs.

Another one - \$445,000,000 is the annual taxes, levies and rates paid by SA hotels.

What's 41.6? – that's the average number of South Australians employed per SA pub! The breakdown is 56.2 for metro venues and 29.9 for regional venues.

But how about these figures! \$664,000,000 – that's the dollars SACES says was spent on capital expenditure in just the last 5 years. They break it down to \$503m in the metro and a massive \$161m in regional areas.

That is an extraordinary figure that represents massive investment in the State's hospitality infrastructure and reinforces the crucial role of metropolitan and regional hotels in the economic well being of the State.

Here are some more numbers – 80% of all live music gigs are in hotels, 87% of all hotels operated by S.M.E and/or family enterprises.

How about the \$710 million just in electricity, water, gas and other operating overheads.

The bottom line is that the SA Centre for Economic Studies says that the total sum of the SA hotel industry's contribution to the State Gross Product is a staggering \$4.025 billion and 33,120 full time equivalent positions created in SA both direct and in support sectors. That's nearly 4% of South Australia's work force!

More numbers – how could SA create another 2,500 jobs?



So what if the hotel industry could increase revenues/sales by say 10%? What impact could that have? Well the SACES review tells us that the \$950m in wages is around 26% of annual retail sales of \$3.63b. Therefore an increase in sales revenue of around 10% would general another \$94m in wages which based on SACES figures, correlates with an additional 2,575 jobs.

Simple arithmetic I know but that's why labour intensive industries like hospitality are so important.

The simple message to the State Government is that the easiest jobs are the ones that are already there. The hotel infrastructure is there, the business expertise and acumen is there.

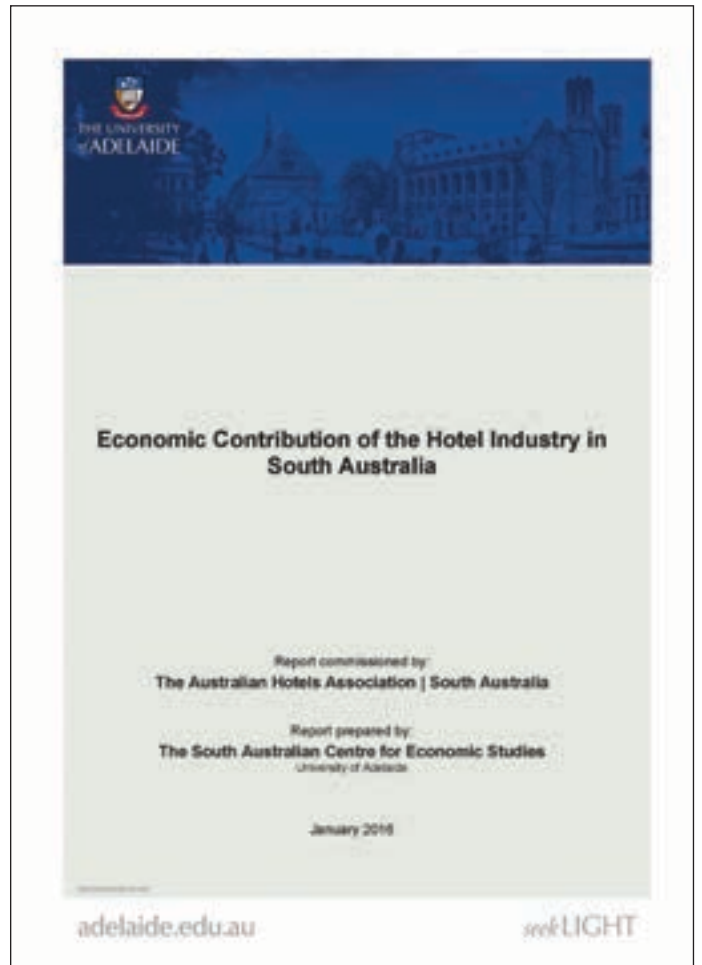
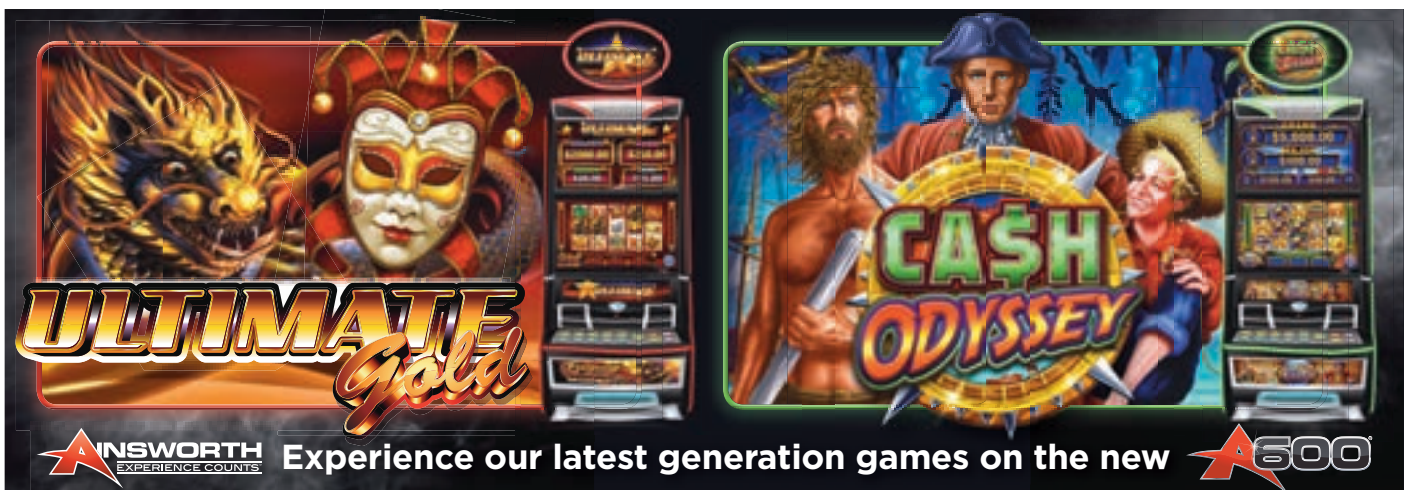
Rather than look to dismantle or dilute the economic importance of hotels the Government should work with the industry to ensure it expands and prospers which in turn creates more jobs across the State.

If the State Government were prepared to put in as much effort into growing the hotel sector as they seem to put into diluting and dismantling it SA outcomes would be much better for all.

It's all in the numbers!



Ian Horne
AHA|SA General Manager

The advertisement features two slot machine games. On the left is "ULTIMATE Gold" with a dragon and a mask theme. On the right is "CASH ODYSSEY" with a pirate theme. The Insworth logo is at the bottom left, and the "600" logo is at the bottom right. The text "Experience our latest generation games on the new" is in the center.

THE ECONOMICAL & SOCIAL CONTRIBUTION OF HOTELS IN SA

A report prepared by the SA Centre for Economic Studies – January 2016



26,250+ South Australians directly employed



Annual payroll exceeds \$958+ million
\$602 million in metro & \$356 million in regions



An average of 41.6 South Australians are employed per SA Hotel (Metro @ 56.2 & regional @ 29.9)



87% REMAINS family & SME based



\$710 million in operating overheads
includes electricity, water, gas, waste services etc.



\$1.227 billion in annual purchases
of liquor, beverages & food stuffs mostly from local suppliers.



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Australian Hotels Association (SA)



MORE THAN 12,000 1 to 5 star rooms



SA Hotels host around 80% of all live music gigs Music SA census (May 2015)



\$664 million in total capital expenditure in last 5 years - \$161 million spent in the regions.



\$3.63 billion+ in annual retail sales



\$445 million in taxes, levies, rates including \$258 million+ in direct State Gaming Tax in 2013/14



\$4.025 billion in Gross State Product and 33,120 full-time equivalent positions*

*SACES estimates of the total impact of the South Australian hotel sector.

EXECUTIVE SUMMARY

The single research question was:

“to quantify ‘the value’ of the Hotel Industry in all its forms in South Australia”.

To report on this question the South Australian Centre for Economic Studies has extensively reviewed publicly available data, conducted a population survey of over 600 hotels assisted by the AHA|SA, reviewed previous reports on the industry, reported on the survey results and conducted input-output analysis to report the broader economic impact of the Hotel Sector.

SUMMARY OF SURVEY FINDINGS

Employment

- there were 26,250 persons employed in the South Australian hotel industry in 2015;
- employment in metropolitan venues totalled 15,750 persons (60 per cent) and non-metropolitan 10,500 (40 per cent);
- solely in the hotel (“the local pub”) sector 24 per cent were permanent full-time or part-time employees and 75 per cent were casual;
- add in venues that principally offer accommodation then 39 per cent were permanent full-time or part-time employees, 61 per cent were casuals;
- average per venue employment in the hotel sector was 37 employees in metropolitan hotels, 31 in non-metropolitan and 33.2 overall;
- 11.6 per cent of all staff were classified as gaming staff (N=3,048).

Income and expenses

- total income was \$3.63 billion, 46 per cent from the sale of liquor, 14 per cent accommodation, 17 per cent gaming revenue and 19 per cent from meals and food sales;
- metropolitan venues accounted for 65 per cent of income; non-metropolitan 35 per cent;
- the hotel industry paid \$958 million in wages and allowances;
- purchases by the hotel industry were \$1.23 billion, principally for liquor and beverages and foodstuffs for meals;
- the hotel industry paid \$710 million in operating overheads.

Tax, capital expenditures and profits

- taxes, levy, rates and fees payments totalled \$445 million;
- in the past five years South Australian hotels reported \$664 million in capital expenditure, \$503m (76 per cent) on venues in the metropolitan area and \$161 million (24 per cent) on nonmetropolitan venues;
- South Australian hotels returned \$288 million in profits.

BROADER ECONOMIC IMPACTS (I-O ANALYSIS)

Direct impacts of the hotel sector

- directly generated \$1,468 million Gross State Product;
- directly employed 16,465 on a full-time equivalent basis.

Flow-on production impacts and consumption impacts

- the combined direct, production and household spending impacts of the hotel sector are estimated at \$4,025 million in Gross State Product and 33,120 full-time equivalent positions;
- total tax gambling liability in 2014/15 was \$258.6 million which is equivalent to 5.9 per cent of total South Australian state government revenue for 2014/15.

SUMMARY OF FINDINGS FROM NATIONAL REPORTS PUBLICLY AVAILABLE DATA

- there are 682 hotels in the AHA membership database;
- most hotels are small businesses with national data estimating 88 per cent are independent operators;
- the number of hotels in South Australia has been relatively stable in the last decade;
- 55 per cent are metropolitan; 45 per cent non-metropolitan;
- 75 per cent have EGMs, 25 per cent do not;
- hotels vary in terms of size, accommodation facilities, gambling opportunities, the service of meals/food, sale of packaged liquor;
- South Australia's share of hotels is 11.4 per cent with a population share of 7 per cent;
- average population per hotel is second lowest nationally at 3,200 persons.

Gaming machine data

- there are 460 hotels with gaming machines;
- hotels collectively host 10,564 gaming machines;
- total net gambling revenue (2014/15) was \$633 million;
- total tax paid by hotels from gambling was \$258 million.

Live music (data for May 2015)

- hotels hosted 69 per cent of gigs in the May 2015 survey;
- 97 venues hosted 663 gigs;
- average of 6.8 gigs per venue.

Note: The Music SA census identified an additional 11 recognised hotels trading under Special Circumstances Licenses. The Music SA census subsequently found that a total of 108 Hotels (68.7% of all venues) hosted 796 gigs (79.9% of all gigs) in the month of May 2015.



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NORTH EASTERN EXPANSION

BY PATRICK KEAM

A serious amount of reinvention, along with renovation has taken place at the Modbury Plaza Hotel.

A plethora of pubs in the north-east having undertaken renovations in recent years, in a bid to keep up in a highly competitive market, but at the Modbury they've taken things one step further.

A new venture from the King Hotel Group, The Pickled Duck has been established next door to the Modbury where King Hotel Group Director Steven King saw an opportunity arise and took hold of it with both hands.

"The land next door came up for sale and we thought it would be a perfect place for a spectacular bottle shop," he said.

"We also toyed with the idea of putting a smallgoods store or something like that next to it to go with the bottle shop.

"But the area hasn't got any burger bars, so we build a burger and pizza bar. Two of the most popular things."

Thus the Pickled Duck Kitchen and Cellar was born.

But there hasn't been a whole lot of time to settle in for the Modbury newbie.

Business has kicked off quickly and King says line-ups on the weekend have become commonplace, as north-east locals have taken to the areas latest arrival like ducks to water, so to speak.



Whilst burgers and pizza are nothing new, not everywhere does it well but The Pickled Duck seems to have found the right formula.

It is located directly across from the Tea Tree Plaza shopping centre and taps into the gourmet burger market, which has been taken advantage of in the city and inner eastern suburbs, but sparsely elsewhere.

Several pubs in the area having undergone renovations in the area over the past two years, making this innovative new addition at The Modbury a significant point of difference to the local competition.

\$2.5 million was spent to create the new cafe bar along with the cellar and bottle shop and the project was completed in a tight turn around.

Folland Panozzo were the architect on the project and along with Cook Building and Development they have delivered an impressive venue.

The fit out of the venue is undoubtedly on trend, black on wood with minimalistic styling the key feature, which results in a bright and airy dining area.

There is a heavy timber focus in the design, however it is pulled together well with smart and different textures, spacings and colour breaks.

A large wood-fired pizza oven is an eye-catching focal point that captures attention from the entrance along with its connecting marble bar.

The light fixtures have been chosen well, along with some notable

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tilled feature walls and it is tied together by the use of the brick façade complementing the heritage church next door and producing a strong contemporary rustic feel.

Speaking of, it is not just the restaurant where the acclaim should be directed; the new bottle shop is unique and well executed to say the least.

Inside the heritage listed building, you'll find a cellar and bottle shop unlike any other, placed in the historic old Modbury church.

Most recently used by Families SA until 2013, the building's heritage stone work blends perfectly with the new venue next door and houses a cellar perfect for tastings and stocking a large range of local and international wines.

However as well executed and visually appealing The Pickled Duck Kitchen and Cellar may be, the proof is in the pudding, where the success or failure of the café bar is likely to be determined.

The 12 burgers on offer feature the full gambit of ingredients going far beyond just beef and buns.

Crab, lamb, pork, veggie, chicken, beef and, of course, duck are all available in different variations ensuring there's little chance that you won't be left unsatisfied, unless your one of the 0.01% of people that don't enjoy a good burger.

With a range from \$9-\$15 dollars the pricing is reasonable, as is the serving size.

Additionally, there are 10 pizza varieties available, all cooked inside the large wood-fired oven on site for authentic rustic pizza.

To top it off dessert may be in order, and The Pickled Duck certainly has some interesting sweets to tempt from the chocolate nachos to the rocky road pizza or, most interestingly, the nutella burger.

Hotel SA

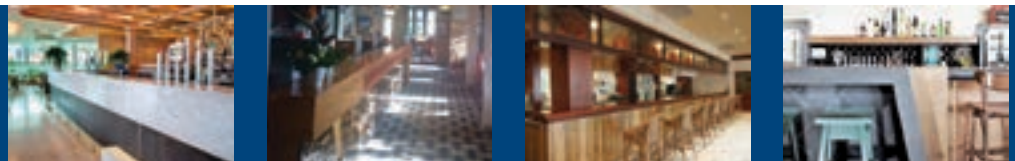


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Looking like a regular cheeseburger, the dessert with a sweet brioche bun has a nutella 'burger patty', strawberry and mango as 'tomato' and 'lettuce' plus mango, which looks like melted cheese. Certainly something different.

As for the drinks menu, it is a plethora of South Australian products and if anything is too local, if there is such a negative.

The wine list is almost exclusively home grown with only a smattering of other varieties from Tasmania and New Zealand.

If there is nothing there that catches your eye don't despair, with the luxury of having a top class cellar right next door you can wander on in to pick your favourite drop to have with your meal and bring it back in to enjoy at The Pickled Duck, for a small corkage fee of course.

Across to the marble bar and the SA theme continues on tap through locally brewed Pirate Life Hopco, Lobethal Bierhaus Bohemian Pilsner and the classic Coopers Pale Ale along with Yenda, Little Creatures and Big Shed offerings.

The Pickled Duck has also picked up on another beverage trend, loaded milkshakes, which you may have seen by now as the latest over-the-top, yet irresistible way to satisfy your sweet tooth.

With an interesting and on trend menu offering it is no surprise that The Pickled Duck has quickly drawn attention in the area.

No bookings means a wait on tables can occur at busy weekend service periods, no problem when The Modbury is just next door to enjoy a drink at while you wait.

Overall it seems the King Hotel Group have hit the nail on the head with the venture in a high traffic area of the north eastern suburbs, and the investment follows a surge of hotel refurbishments in the region.

In just the past two years there have been upgrades at The Gully Public House and Garden, the Golden Grove Tavern, Blue Gums Hotel and the Village Tavern.

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TAKING IT EVEN HIGHER

BY PATRICK KEAM

Faced with a hotel 'going backwards', the King Hotel Group has invested \$2 million into the Highlander Hotel.

The result is a stunning new look with a strong emphasis on food and local produce, and a very hip upstairs space that features a retractable roof.

Director Steven King said gaming revenue and club nights were not viable options for the venue moving forward.

"The Highlander needed a change, it was going backwards in some respects and needed a new direction," he said.

"We've really tried to emphasise the food, particularly local produce, because long term this is how the industry is going to survive, not through poker machines."

With fresh produce on display, including mouth-watering cuts of meat, it is immediately evident that patrons can expect more than traditional pub fare.

Stepping through the entrance to The Highlander you are greeted by a large and airy dining space, which draws your eyes to the end of the room where an open kitchen is located. There is a strong focus on chargrill, which King believes is key.

"We really wanted to emphasise local produce, especially meat, and the best way to do that was with the chargrill," he said.

"To me the best flavour with meat comes from chargrill."

"We've really tried to emphasise the food, particularly local produce, because long term this is how the industry is going to survive, not through poker machines."

While the superb menu makes food the driving force behind this new iteration of The Highlander, the real wow factor lies upstairs in the 'Top Paddock'.

Described as "a great place for feed and drink", the redeveloped upper level features a retractable roof, meaning the space can be fully utilised all year round no matter the weather conditions.

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Rooftop bars have proved a hit in the CBD and have also found their way into the suburbs (such as at The Unley), so it was a calculated risk for The Highlander to transform the upstairs area into something unique.

This is especially so, given the retractable roof and indoor fire pit which will keep patrons coming through the winter months.

Finding a sense of uniqueness was clearly important for King and the Group, given the large number of pubs that have renovated in the northeast area in recent times.

Along with The Highlander, which the group has owned for almost 50 years, they also run the Morphet Arms and fellow north-east hotel The Clovercrest.

Folland Panozzo was commissioned as architects on the project, a wise move given their extensive experience in hotel redevelopment throughout South Australia.

The 'Top Paddock' is an interesting space; lounge seating aligns the front of the room with circular tables in the middle of the room for casual dining and drinks.

Black and green furniture is well selected to complement the structure, as well as the smattering of greenery on the tables and walls.

It lends itself perfectly well to a variety of events from after-work drinks, private functions, larger events and even a cheeky Sunday session. A big screen has been placed on a wooden feature wall.

The upstairs club of the past has made way for live acoustic music in a bid to create a more laid back vibe, attracting an older clientele in the process.

"We definitely made a conscious decision to move away from the young demographic that was the previous target market upstairs," King said.

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"It wasn't something that was viable and it had become a dated concept.

"With the changes there is a lot more versatility as well, from standard days and specials to functions."

While the main table-service dining area lies below, there is still much on offer up above with gourmet sharing plates, house made pizzas, burgers and desserts all sourced from within an hour of the hotel.

However downstairs in the Char Bar + Grill this sentiment is taken to the next level as The Highlander steps up its food game.

As you would expect, given the emphasis

on chargrill, meat makes up the bulk of the menu, but there are many options and variety for the less carnivorous.

Stars of the menu include a range of steaks from the grill pit, along with lamb cutlets, marinated octopus and 800g of BBQ pork baby back ribs.

All the pub favourites such as schnitzels (including an eggplant parmy) and salt and pepper squid are in place but they are joined by more sophisticated offerings like the duck risotto.

A spit of the day from the rotisserie (cooked to your liking) is another tempting addition.

The new and improved version of The

Highlander opened in March and is the second major project the King Hotel Group has undertaken in the last six months, the other being the Modbury Plaza Hotel and Pickled Duck café/bar (also featured in this issue of Hotel SA).

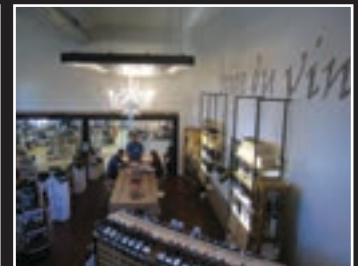
In a 'patchy' economy, it has been a bold move to reenergise two venues at the same time. With both hotels now back in full swing following the construction, the Group has created more jobs and added a new buzz to the north-east.

It is a fine example of a great SA hotel and visionary hotel professionals with a "can do" attitude.

From concept to completion Folland Panozzo are proud to be associated with the Highlander and Modbury Plaza Hotel projects.



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WOMEN IN HOTELS



The Women in Hotels network celebrated International Women's Day on Tuesday 8 March at The Mayfair Hotel, Adelaide. Over 90 guests enjoyed the beautiful setting atop the hotel in the 'Hennessy Bar'. Chef Bethany Finn made a wonderful selection of canapes for guests to enjoy and AHA|SA Corporate Sponsors provided beverages and door prizes on the day.

NEXT EVENT
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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. South Australian hotels provide patrons with a great range of food and beverage, entertainment, quality accommodation and excellent service. They are also the perfect place to socialise, be entertained, relax and enjoy living. There is no doubt that South Australian hoteliers and their staff should be proud of the services and facilities they offer.

Now is the time to nominate.

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. Winners of the AHA|SA Awards for Excellence will be announced at the annual Gala Dinner being held at the Adelaide Entertainment Centre on Tuesday 26 July 2016.

For nomination information visit www.ahasa.asn.au
Nominations close **Friday 13 May**.



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Recruitment | Migration

Mr Kym Handberg, a registered migration agent and owner of Employment and Training Services Australia [ETS Australia], provides professional, personalised and dependable recruitment, visa and migration consultancy services to every geographical location throughout Australia.

Mark Smith, General Manager at Barreau Hotel Group and, an ETS Australia client for more than 10 years, highlights Mr Handberg's migration and recruitment expertise, provision of competent skilled hospitality workers, all-inclusive document completion, upon arrival in Australia ready for immediate commencement, and the non-imposition on employers of professional fees in the recruitment and visa processes, as the prime factors for his ongoing use of Mr Handberg's services.



WAYS TO REDUCE YOUR ENERGY CHARGES

Energy bills for hotels have increased enormously since the energy market shakeup, with some hotels reporting sevenfold increases.

Thankfully we have seen more stability in recent times but that size increase is a massive impost on the cost structure of any hotel.

There are many ways a hotel can reduce consumption, both small measure and large.

The national AHA has been announced as the recipient of an energy

efficiency information grant from the Australian Government, and is undertaking a national information program for the hospitality and accommodation sectors. The AHA will be using this web portal to provide information that will help members understand where and how energy is used in their businesses, identify carbon emissions derived from their energy use, and implement strategies to reduce energy use and lower operational costs.

Resources can be accessed at www.aha.org.au



BEHAVIOURAL CHANGE

It is no secret that technology alone will not solve all of your problems. Management and staff need to change the way they view energy use, look for ways to make savings – and then effectively implement these changes. There is a need to stay on top of the changes to ensure that they do not fail after a period of time.

One example of behavioural change is the use of air conditioning.

It is fair to say that in the days when smoking was permitted in hotels, air conditioning was used as a filtration device. As such, air conditioners were run whenever the hotel's doors were open. In high traffic areas, of some establishments, air conditioners ran around the clock.

This is no longer an issue – but how often do you see this still occurring, when in fact opening the doors (for example in the morning at opening time) and letting in fresh air will provide adequate ventilation to start the day.

The issue of behavioural change is vitally important and is highlighted in the following from the national AHA:

BEHAVIOUR CHANGE FOR ENERGY EFFICIENCY GUIDE

Most opportunities to improve energy efficiency and reduce energy costs are within the control of the people that work in the business. Changing equipment to more energy efficient equivalents will reduce energy cost but the most cost-effective actions are those undertaken by the people that use that equipment. This guide identifies the actions that different people across the business can take to play their part in a comprehensive approach to energy management.

THE BUSINESS VALUE OF ENERGY MANAGEMENT

There are many reasons to take a focused approach to energy management in your business including:

- Proactive energy management reduces energy costs; costs that are rising substantially year-on-year.
- Creates healthier and more productive working conditions making the business more productive and a potential 'employer of choice'.

Hotel SA

- Enhances social and environmental credentials, which can be marketed to customers and the community.

THE IMPORTANCE OF BEHAVIOUR CHANGE ON ENERGY CONSUMPTION

The amount of energy consumed by equipment is only a part of the equation when it comes to energy efficiencies. The behaviour of staff and customers plays a big part as they more often than not have direct control of equipment and may not know how to operate it efficiently. Good behaviour starts with good business practices, engagement and management all of which are important when it comes to managing energy use.

BEHAVIOUR LEADING TO ENERGY INEFFICIENCIES IS COSTING YOU MONEY

If your business is just embarking on a program to improve energy efficiency then there will be many activities currently undertaken in the business that drive up energy consumption, for example:

- Not having an organisational commitment to energy efficiency or a system to drive a reduction in business energy use.
- Leaving equipment (e.g. lights, computers, radiant heaters) on when they're not in use or won't be used for reasonable period of time.
- Faulty equipment (e.g. lighting, thermostats) not reported or repaired in a timely manner.
- Heating and cooling set-point temperatures are changed and not reset to their original set-point.

TECHNIQUES TO IMPROVE ENERGY EFFICIENCY BEHAVIOUR

These techniques are explored in more detail in the following sections together with the delivery responsibility of different roles within the business.

- Make an organisational commitment to energy efficiency and communicate the commitment to all staff.
- Establish an Energy Management System with an allocation of appropriate resources develop and implement and manage the plan.

ARE YOUR ENERGY COSTS OUT OF CONTROL?

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Electricity prices for commercial and industrial customers are directly linked to wholesale energy markets. Prices vary widely depending upon tender timing and contract duration.

Recent price spikes in the wholesale electricity market are resulting in extreme cost increases for many South Australian businesses. Contact us for advice on how to minimise your energy costs.



- Undertake training and educational programs to raise awareness of energy efficiency, the value to the business, and the actions that will reduce energy consumption.
- Develop and implement energy efficient operating procedures for systems and equipment through the business.
- Encourage staff to engage with the energy efficiency objectives of the business e.g. suggesting ideas to reduce energy use.

ROLE OF MANAGEMENT

Management have a critical leadership role to identify and drive the achievement of the business' energy efficiency objectives. To support the achievement of these objectives they should establish an Energy Management System, oversee the development of operating procedures that support energy efficiency, ensure that all staff are aware of the energy efficiency objectives, and provide staff with the training to support achievement.

Energy Management System

- Create and endorse an energy management policy.
- Clearly communicate commitment to energy efficiency objectives to all staff.
- Appoint an Energy Champion to develop, implement, manage and monitor an Energy Management System.
- Oversee the development, implementation and management of the Energy Management System.

- Review Energy Action Plans and sign-off on projects for implementation where they demonstrate a robust business case.
- Ensure Energy Action Plans are implemented and review energy consumption trends.
- Develop and report energy intensity performance indicators so that energy consumption can be trended and reported.

Operating Procedures

- Ensure that operating procedures are in place to encourage energy efficient operation of infrastructure and equipment.
- Install signage around the building to indicate how to operate the equipment more efficiently including the desired standby state.

Training

- Provide training to the Energy Champion and Energy Team members to enhance their understanding of an Energy Management System and enable them to identify simple energy efficiency opportunities.
- Deliver regular energy efficiency training programs to enhance staff awareness and understanding energy management and the opportunities to reduce energy cost around the business.

Inspection

- Regularly walk around the building, both back and front of house, to ascertain the extent to which energy efficiency procedures are being adhered to, whether maintenance is required and to investigate any reported issues.



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ROLE OF STAFF

Staff have an instrumental role to play in the delivery of a business' energy management objectives. The way you behave and operate equipment has a direct impact on the energy consumed.

Training

- Actively participate in energy efficiency training programs
- Energy Management System
- Volunteer to be part of the Energy Team or as the Energy Champion
- Keep an eye open for opportunities to reduce energy use in all areas of the business
- If you see or think of an opportunity to improve energy efficiency pass it onto the Energy Champion.

Heating and cooling

- Observe all signage and protocols for operating heating and cooling.
- Ensure heating and cooling thermostats are set to the specified temperatures for the specific area – not all areas are supposed to be at the same temperature.
- If you do change a thermostat setting, return it to its specified setting as soon as possible.
- Ensure that all windows and doors are closed if you are using a local air-conditioner.



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Lighting

- Switch off lights when you leave an area unoccupied.
- Report faulty lamps to maintenance and ensure they are replaced.

Equipment

- Switch off equipment after use or if you are leaving it for an extended period of time (e.g. computers, monitors, fans, lights) – only switch the equipment on for the minimum possible period.
- Report faulty equipment to maintenance and ensure it is fixed.

ABOUT THE PROGRAM

In response to rising energy costs the AHA has developed a range of targeted resources to assist small and medium businesses to improve energy efficiency and reduce energy costs.

These resources were developed with support in the form of an Energy Efficiency Information Grant from the Australian Government.

This program has been designed to assist small to medium businesses to understand where and how energy is used, carbon emissions that result from the use of energy, and to understand and communicate the opportunities for reduction and resource efficiencies.

The resources, tools and information available under the program identify energy efficiency improvements that can be incorporated into day-to-day operations and factored into future capital expenditure budget.

For more information please visit www.aha.org.au/energy





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SMITHY ON THE ROAD



Last issue I spoke about the many ways that hotels help their local communities and in particular their support during and after the devastating Pinery bushfires. The Mallala was one of these hotels and below is a summary from Dylan & Bek Stoddart.

BLAZE AID FUNDRAISER – DYLAN & BEK STODART, MALLALA HOTEL

The event at Long Plains Community Oval originally began as a small community event with a cricket game and before long grew to a much larger event when John Schuman (ex Redgum lead singer) contacted Dylan offering to play at the event. Before long many other large organisations were offering their services and time. We saw major breweries donating all stock along with absolutely 100% of everything on the day being donated, this included food, booze, staging, sound production and many other businesses state wide donating goods and services. The local footy clubs gathered together with a selection of people donating their time leading up to the event, on the day and of course the clean up to assist with the running of the event.

The day proved to be a huge success bringing the community together, a great day was had by all with an overall amount of over \$120,000 was raised on the day which was donated to Blaze Aid who are now out on the ground assisting those people recover from the blaze. Although the day was not only about raising funds and our main focus was on providing a positive atmosphere to the community, branding it as the 'Big Hug'. The day could not have been this successful without the support of all the individuals and businesses who got behind this fantastic day along with all the community members who donated their time in making the day what it was.

The day ended up with Freeling Cricket Club taking out the winning trophy, Mark Ricciuto who represented the Mallala Hotel hit the biggest 6 on field.



A few other things I've seen whilst travelling on the road:

What a unique idea! The Franklin Harbour Hotel has a pig on spit night on a regular basis. Sue & Brenton told me its very popular with locals and incredibly popular with tourists during the holiday season.

The Arno Bay Hotel have found a way to reduce their electricity bills. Rick and Bev from the hotel told me the savings on power has been above expectations and the solar panels will pay themselves off within two years.

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MAYFAIR HOTEL – THE PLACE TO BEE



Adelaide's top rated 5-star hotel, the Mayfair Hotel has further embraced its support for the utilisation of local produce and sustainable practices with bee hives having been installed on its roof in what may well be the most luxurious looking hives in town – as is befitting the property.

Bee enthusiast, apiarist and head chef Bethany Finn has applied a strong focus on sustainability and use of local produce across the Mayfair's menus, and oversaw the installation of the hives. The Mayfair strongly supports the protection of bees and promotion of an increase in hives in both rural and metropolitan regions. In fact, the Mayfair hives were kept at Bethany's own home whilst the Mayfair made way for their installation at the hotel. The Mayfair Rooftop Bee hive area also includes a number of plants to act as windbreaks and water.

Mayfair Hotel General Manager Martin Radcliffe said, "We fully support this initiative. It is the policy of the management of the hotel

to be as sustainable as possible in all our practices and we are constantly looking for new initiatives to support this ethos. Drawing on Bethany's knowledge and skills to create the Mayfair Rooftop Bee is an exciting project. Bees are such an important part of the plant based food cycle and to assist in the promotion and support of bees and in turn, the role they play in the production of local produce meant the entire project ticked all the boxes for us."

The bees have had time to settle into their new location a secluded specially designed hive atop Adelaide's most luxurious 5 star boutique hotel. They've found their 'flight path' which is essentially the route they will always fly to and from the hive to the plants they will pollinate and they are busily producing honeycomb and honey – they are 'busy bees' so to speak.

"I'm so excited about this project – I've been training as an apiarist for a while and fully embrace the support by the Mayfair Hotel to do their part to ensure the bee population remains strong" said Mayfair Hotel head chef, Bethany Finn. "Sadly bee numbers have been dwindling on a global level and if there's no bees to pollinate the plants, we're all in trouble. That a 5 star hotel in the CBD is supporting a bee initiative that is fully managed and operated in house – along with expert guidance of course, is fantastic. It is great to be adding our very own honey to dishes served up in the Mayflower Restaurant and across the hotel!" she said.

The honey produced by the Mayfair Rooftop Bees will feature throughout the hotel – from the Honey Trap cocktail at HENNESSY, to Honey Pana Cotta for in house banquets. It will be a most delicious accompaniment to the house made muesli or on toast at the breakfast buffet and in dishes created for the Mayflower Restaurant by Bethany Finn, right through to being a VIP guest gift. Eventually the hotel is hoping the honey will be available for guests to purchase as a take home memento of the prestige property, and a reminder of fine South Australian produce.

This project has been achieved with the support of some of the Mayfair's primary suppliers who share the hotel's passion in this area, namely Coopers, Wills and Daniel, Bunzl, Holco and Vittoria Coffee.



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"The phenomenal success of this multi-denomination product in the eastern states over a sustained period signals an exciting time in South Australia for gaming operators and players alike."

- Mark Keeley, State Manager South Australia



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SAVOUR THE ROGUE TALE OF JAMES SQUIRE WITH SEASONAL RELEASE

LIMITED BATCH BREW THE ROGUE TRADER NOW AVAILABLE ON TAP

7th March 2016 (Sydney, Australia) – The talented team at Camperdown's Malt Shovel Brewery have been at it again; this time creating a unique and flavoursome new India Pale Ale (IPA), aptly named The Rogue Trader.

Available at the James Squire Brewhouses from 7th March, the crafty brewers have utilised big and brassy hops to produce a refreshing IPA with big hop flavour and warm rounded malt.

Head Brewer at Malt Shovel Brewery, Chris Sheehan said: "At 5.4% ABV, The Rogue Trader is true to an American style India Pale Ale. When drinking The Rogue Trader, beer lovers can expect tropical and citrus fruit characters from the classic American hop varieties used. This is accompanied by a cleansing golden body finish which gives way to the trademark bitterness our fans know and love."

As with the other varieties in the James Squire range, The Rogue Trader has its own part to play in the true life story of Australia's first brewer. Throughout his life, James Squire always took the path less travelled. The Rogue Trader pays tribute to Squire as the original, charming rogue that pushed boundaries and challenged convention.

The historical link with India Pale Ale dates back to the shipping vessel which James Squire travelled aboard during his arduous voyage to Australia on the First Fleet. After this, the vessel was traded by the East India Trading Company.

The Rogue Trader will be available on tap from 7th March 2016 exclusively at James Squire Brewhouses, including:

- The Squire's Maiden, Newcastle
- The Charming Squire, Brisbane
- The Generous Squire, Perth
- The Curious Squire, Adelaide
- The Crafty Squire, Melbourne
- The Squire's Fortune – Perth

For more information please contact Res Publica:

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THE COLEMAN BY CONCEPT

Interior design is an important feature in every successful hospitality business, and offering your clients a comfortable dining or social experience requires the right chair. The team at Concept Collections have done the research and have now brought to market a strong, comfortable chair that is a highlight for modern industrial as well as traditional interior spaces.

The steel frame of the Coleman Chair has been finished in a stunning distressed copper look, and the curves of the design offer comfort, which is complemented by a padded seat and armrests that

are designed specifically shorter, allowing the chair to tuck under table surfaces. The Coleman chair is truly the perfect addition to the hotel looking for that edge.

To view the Coleman Chair and the rest of the Coleman range, please contact the team at Concept Collections: 08 8232 4262



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COOPERS AND CARLSBERG MID

Carlsberg has chosen Australia to be one of the first markets globally to launch their Carlsberg Mid 3.5% beer.

The product has been in development for 6 months working closely with local distributor partner Premium Beverages and is being brewed out of South Australia.

The new beer, which is being brewed at Coopers' Regency Park headquarters for the Australian market, is an all malt light, easy drinking lager which complements Coopers' mid strength ale, Coopers Mild 3.5%.

Coopers National Sales and Marketing Director, Mr Cam Pearce, said mid strength beers were the strongest growing category in the Australian beer market.

"Sales of Mild Ale 3.5% grew by 13.7% during 2015 to become Coopers third largest product by volume," he said.

"We believe the category will continue to grow and we were looking for a mid-strength lager to round out our offering.

"Following discussions with Carlsberg, agreement was reached to brew and distribute Carlsberg Mid 3.5%."

Mr Pearce said the new beer would be available nationally from March.

Coopers already brews Carlsberg at its Regency Park brewery. The beer is distributed nationally by Coopers distribution company, Premium Beverages.



TWE LAUNCHES NEW 821 SOUTH

821 South - a crisp new Marlborough Sauvignon Blanc exclusive for on premise with ripe citrus and tropical fruits - is now available from Treasury Wine Estates (TWE).

According to Angus McPherson, TWE's Managing Director for Australia and New Zealand, there are many reasons why venues can benefit from 821 South.

"It's no secret that Marlborough Sauvignon Blanc is a must have varietal on premise, accounting for one in every five glasses sold," he said.

"Marlborough is the most sought after region by consumers, and New Zealand Sauvignon Blanc commands a \$2.55 price premium versus Australian Sauvignon Blanc. These days consumers expect to see Marlborough Sauvignon Blanc offered on the wine list so it makes sense for venues.

"With 821 South being part of the award winning Treasury Wine Estates portfolio, our winemakers have access to some of the most sought after vineyards in Marlborough in addition to state of the art winemaking facilities to ensure we get the best from our vineyards. With such an advantage over other suppliers, you'd be hard pressed to find a wine of similar quality at its price point," McPherson said.



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\$92,000 TO SUPPORT 11 CHILDREN'S CHARITIES

Grange Golf Course sponsored a great charity event on the 29th of February on the back of the Women's PGA, and under the big top of BankSA's marquee, the Liquor Industry's elite volunteered their services and helped to raise funds and exceed \$2million raised for children's charities over the past 20 years.

The day was run by the Liquor Industry Golf Club (LIGC) whose members play at various Adelaide courses over the year. It is made up of allied industries from hotels, retail liquor groups, independent outlets and suppliers to the hospitality industry. The lucky AHA|SA Cup winner was Drummond Golf's team, who are also significant supporters.

The day involved a shotgun start at 7am, and a BBQ lunch which included presentation of cheques to 11 children's charities, represented by Rod Jameson (Childhood Cancer) who spoke on their behalf.

Chair Rob Gillies said, "We are proud to hold this event and ensure the good work of so many great charities can continue to service disadvantaged kids."

This year the annual event held at Grange Golf Club hosted a total of 68 teams or 272 players!

Chair Rob Gillies was also overwhelmed by the participating numbers saying "the hospitality trade had turned up in a show of strength for their industry".

The 11 children's charities who were recipients of the funds included:

HeartKids of SA Inc. - Annual Christmas Picnic (occurred in December 2015) at St Andrews School Walkerville.

Asthma Foundation - 600 x Asthma Control Packs (includes DVD and P+H) @\$7.50 ea - 350 x MyMDI face masks @\$4.20 ea - 1 x Easy One Spirometer - 1 x 3 litre calibration syringe
Team Kids Women's & Children's Hospital Foundation Purchase of



Cooks and helpers: Evan Katsaros, Terry Sullivan, Peter Vaughton, Terry Goodwin, John Cornish

home Equipment (urgently needed) to help children out of hospital continue their treatment at home - Enuresis alarms: 5 x \$2,000 ea

Kickstart for Kids Supply of breakfasts to approx. 8 schools for the year in the South East of SA.

Cystic Fibrosis SA Purchase of quality nebuliser devices (incl. parts), i.e. Aeroneb Go (\$525x5): \$2,625; Aerogen Medication Cup Assembly (\$200x5): \$1,000; Pari Boy SX (\$460x10): \$4,600; Pari Boy Filter Sets (\$70x20): \$1,400

Technical Aid to the Disabled (Tad) SA Purchase of a full set (3) of clinic bikes and accessories to help children with disabilities to ride bikes

Eye Play Sport (formerly The Blind Sporting Council) Tandem Bile project: - Clothing, helmets etc for financially disadvantaged para athletes - Tandem consumable equipment - tyres, tubes, lights etc - Training nutrition for athletes - energy bars and gels - Mechanical repairs

The Childhood Cancer Association Inc. Michael Rice Home respite houses - new playground black rubber matting to reduce injuries when using playground equipment.

Camp Quality Re-stock of all Camp Equipment and supplies for 2016

Autism SA Installing solar power for their two respite homes

Leukaemia Foundation Young Bloods campaign - assisting 14-18 year olds in their rehabilitation back to normal life.

The Charity day committee is indebted to all who donated and participated in the Golf day, and wish to thank the supporting groups for their on-going commitment to some very worthy causes.

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REGIONAL MEETINGS

The AHA|SA Regional meetings provides Members with a comprehensive industry update, including an update on the following issues:

- Liquor Licensing Review and the risks
- Packaged Liquor Sales in Supermarkets and the ramifications
- Weekend Penalty Rates and IR Reform
- Outdoor Smoking Changes – 1 July
- Gaming – new systems, new technology – what next?

Make sure you attend the meetings in your region in 2016!
For all dates visit the AHA|SA website at www.ahasa.com.au/events-and-training/events/regional-meetings

METRO



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CREATING A MENTALLY HEALTHY WORKPLACE

This article was first run in the June/July 2015 Edition of Hotel SA.

Almost half of all Australians will be affected by a mental health disorder at some stage in their lifetime.¹ Despite this statistic the stigma surrounding mental health disorders, particularly anxiety and depression, remains. Whilst most people may only suffer a short term disorder, it is important to raise the awareness of mental illness so people can obtain the help and support they require. This reduces the chance of the issue developing into a long term problem of which the consequences can often be dire. It is only through increasing the awareness and prevalence of mental health issues that this stigma can be reduced. As most people spend a large amount of their time at work, the workplace can have a huge impact on a persons mental health.

WHAT IS MENTAL ILLNESS

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

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

WORKPLACE RISK FACTORS

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

Hotel SA

WHY AND HOW TO MANAGE WORKPLACE RISKS

It is estimated that 6 million working days are lost each year due to mental illness.² Whilst mental illness may not be as visible as a broken leg, the flu or some other illnesses, it can have the same impacts in terms of an employee requiring extended or frequent periods of personal leave. The long term flow on effects from this may include decreased workplace productivity, high staff turnover or reduced employee performance, all of which have an impact on your businesses profitability. The benefits of creating a mentally healthy workplace should therefore be evident.

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

Creating a mentally healthy workplace does not need to be difficult. In fact most of the things which can be done are general human resource practices, such as communicating with staff, ensuring policies and procedures are in place and consistently enforced and ensuring adequate position descriptions and training are provided. In addition employers need to ensure that work demands are not too great and the person has the skills and abilities that are required to complete the tasks and duties that are expected of them. For example, an employee may have been promoted to a managerial or supervisory position due to their excellent performance in a lower level role. However as good as that employee may be, they may find the extra

As most people spend a large amount of their time at work, the workplace can have a huge impact on a persons mental health.



responsibility overwhelming either due to their personality or a lack of adequate skills required in a supervisory role. Whilst further training may assist, it may be that such a role is not suited to that employee and they return to their pre-promotion position. Alternatively other adjustments to the role may be able to be made whether temporarily or permanently. Not properly managed, such a situation could be a trigger for the development or aggravation of a mental illness.

A problem that is often faced when it comes to an employee with a mental illness is how to performance manage them. There is a fear that any such action may negatively impact on their state of mind. However, mental illness is no excuse to not performance manage. The same disciplinary process should be applied across the business to all employees. Treating one employee differently to others may have an impact on the mental health of others.

Managing workplace risks also makes sense from a legal perspective. Under work health and safety legislation employers have a duty to ensure that they provide a safe workplace. This is not just safe from physical injuries but also potential mental injuries. That being said, it is not only the employer that has a duty under work health and safety legislation, so too does the worker. They have a duty to take reasonable care not only of their own safety but also for the safety of others. This means if they know they have an illness which is having an impact on their ability to adhere to this duty they are required to advise the employer so that adequate steps can be taken to address the issues. But this does not mean the employer can then advertise to all employees that someone has a mental illness. Under privacy legislation such information, as with any other illness or matter, must be kept private.

SUPPORT IS THE KEY

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

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

WHERE CAN EMPLOYERS AND EMPLOYEES OBTAIN SUPPORT AND ADVICE

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

(Endnotes)

- 1 Australian Bureau of Statistics, '4326.0 National Survey of Mental Health and Wellbeing: Summary of Results' (2007), page 7.
- 2 Beyond Blue, 'Beyond Blue National Workplace Program', page 3.

Heads ûp

For information and support visit
www.indst.headsup.org.au

A600 LAUNCH - SOUTH AUSTRALIA

Ainsworth recently launched the A600 into the South Australian market. Ainsworth's stunning all-new A600 cabinet features high resolution 24" LCD screens, dynamic game-driven LED lighting and mechanical, programmable OLED or LCD touchscreen play deck, the all-new A600 elevates the engagement of game-content to another level. Ainsworth look forward to premiering a range of great games in the all-new A600.

The Ainsworth Game Development team have been working hard to introduce cutting-edge concepts that provide players with multiple winning outcomes in both the base and feature games. Ainsworth is focused on delivering market-attuned products that will entertain players across multiple denominations and adhere to the \$5 max bet.

For further information, please contact Michael Queale on 0408 462 321 or email sales@ainsworth.com.au.

RISING VISITOR NUMBERS

Australia's tourism industry has fared well over the past five years as the number of international visitors has increased, boosting demand for a range of service, according to research firm Ibis.

An overall depreciation of the Australian dollar over this period has encouraged Australian residents to travel domestically and attracted international visitors to Australia. As a result, revenue for the tourism industry has increased by 3.5% annualised over the five years through 2015-16, to \$121.9 billion.

Higher tourist numbers have aided the online travel bookings industry, as domestic and international visitors have increasingly used the

internet to arrange and book transport, accommodation and tourist activities. Travel agency and tour arrangement operators have also benefited from the increasing number of visitors as tourists seek activities and tours while on holiday.

Similarly, accommodation providers are facing pressure from online competition as home-sharing networks like Airbnb allow individuals to rent out their spare rooms or entire homes. Although accommodation providers have benefited from increasing tourist numbers, services like Airbnb have increased room supply and drawn demand away from traditional accommodation. These trends are expected to continue over the next five years, increasing online competition for tourism industries.



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Phone: (08) 8234 0388 Email: andalesa@andale.com.au

www.andale.com.au

Gaming CARE

The Hotels Responsible
Gambling Early
Intervention Agency



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

Some of our duties include:

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

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

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

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

Telephone: 08 8100 2499

Facsimile: 08 8232 4979

Email: information@gamingcare.org.au

4th Floor AHA|SA House

60 Hindmarsh Square

Adelaide SA 5000

Accountancy Services

- Jaquillard Minns 8221 6551
- Moore Stephens Adelaide 8205 6200

ATMs

- Banktech 0478 333 297
- Cashcard 0410 681 515
- Next Payments 0499 331 476
- DC Payments 0434 180 991

Architects & Interior Designers

- Studio Nine 8132 3999
- ABEO Design 8357 8564

Audio Visual

- Big Screen Video 1700 244 727
- Integrate IoT 8193 4800
- Nightlife Music Video 1800 679 748
- Novatech Creative Event Technology 8352 0300

Background Music

- Nightlife Music Video 1800 679 748
- Zoo Business Media 0755 877 222

Banking

- Bank SA 8424 5536
- Commonwealth Bank 8206 4035

Beerline Cleaning

- Portermark 0418 911 335

Beer Dispense Equipment

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

Beverage Gases

- BOC Limited 8300 5662
- Supagas 8252 7472

Beverages

- Accolade Wines 8392 2238
- Asahi Premium Beverages 8276 4888
- Australian Liquor Marketers Pty Ltd 8405 7744
- Brown-Forman Australia 8418 7104
- Carlton & United Breweries 8416 7819
- Coca-Cola Amatil 8416 9547
- Coopers Brewery 8440 1800
- Diageo Australia 8245 9300
- Empire Liquor 8371 0088
- Lion 8354 8888
- Liquor Marketing Group (Sip'n Save) 8416 7575
- Options Wine Merchants 8346 9111
- Macaw Creek Wines 0409 625 642
- Pernod Ricard Australia 8208 2400
- Samuel Smith & Son 8112 4200
- Treasury Wine Estates 8301 5400
- Vale Brewing 1300 682 337
- Vintage House Wine & Spirits 8397 7100

Bookkeeping

- Winnall & Co. 8431 9447

Cabinet Makers

- John Reuther Cabinet Makers 8234 9600

Cleaning Services

- FAB Cleaning Services 1300 726 892
- TJ's Cleaning Services 8271 1911

Cleaning Supplies

- Chemform 1300 201 144

- Cobalt Blue Australasia 8352 3881
- Tork Professional Hygiene 1800 643 634

Energy

- Bulk Energy 1300 462 855
- Energy Action 8377 7133
- Trans Tasman Energy Group 1300 118 834
- Your Energy Saving Solutions 1300 894 745

First-Aid

- AlSCO 8346 1391

Food Services

- Holco Fine Meat Suppliers 8162 8400
- International Oyster & Seafoods 0412 350 509
- PFD Foodservice 8114 2300
- What's for Dinner? Ready to Eat, Ready to Cook 1800 346 637
- Wills and Daniel 8260 7776

Furnishings

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

Gaming Machine Services

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

Gambling Services

- SA Lotteries 132 315
- UBET 8354 7300

Glass

- O'Brien Glass 8259 9211

Hotel Brokers

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

Hotel Management

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

Hotel Marketing

- Drinking Buddy 0431 616 025
- The Best Pub 0419 536 373

Ice Makers

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

Information Systems/Site Preparation

- Bytecraft Systems 8275 9700

Insurance

- Aon Risk Solutions 8301 1111

I.T. Products & Services

- Vintek 1300 001 337

Kitchen & Bar Equipment

- Andale Hotel Services 8234 0388

- Bunzl Hospitality Supplies 8245 6200
- Lancer Beverage Systems 8268 1388
- Stoddart Manufacturing & Food Service Equipment 0427 106 103

Labour Hire

- Skill Hire 8349 3400

Legal Services

- Clelands Lawyers 8177 5888
- Duncan Basheer Hannon 8216 3389
- Foreman Legal 8370 8500
- Murfett Legal 9388 3100
- Ryan & Durey Solicitors 6166 9000
- Solomon Humble 8232 3300
- Wallmans Lawyers 8235 3000

Media

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

Music Licensing

- APRA/AMCOS 8331 5800

Onhold/Messaging

- Zoo Business Media 07 5587 7222

Painting & Property Maintenance

- Higgins Coatings 8301 4600

Payroll & HR Resources

- Sage Micropay 8266 6100
- Winnall & Co. 8431 9447

Plastic Card Systems

- ABnote 8204 3222

POS Systems

- H & L Australia Pty Ltd 8291 9555

Property Valuations

- Knight Frank Valuations 8233 5222

Refrigeration

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

Sports & Entertainment Media

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

Staff Training & Recruitment

- HITsa Industry Training 8267 3000

Superannuation

- HostPlus Pty Ltd 8205 4965

Table Linen

- AlSCO 8346 1391

Tobacco Product Suppliers

- British American Tobacco Australia Ltd 9334 4415

Travel

- Phil Hoffmann Travel 8350 5779

Websites

- Boylen 8233 9433

Workers Compensation

- Employers Mutual 8127 1100
- Gallagher Bassett 8394 4753

PLATINUM

15/16



GOLD

15/16



SILVER

15/16

- ABEO Design
- Ainsworth Game Technology
- APRA Amcos
- Aristocrat Technologies Australia
- Australian Liquor Marketers
- Big Screen Video
- BOC Limited
- Boylen
- Empire Liquor
- FAB Cleaning Services
- Foxtel/Fox Sports
- Global Gaming Industries
- IGT
- InDaily
- Independant Gaming Analysis
- Integrate IOT
- James Richardson Corporation
- Konami Australia Pty Ltd
- Liquor Marketing Group – (Sip'n Save)
- Novatech Creative Event Technology
- Options Wine Merchants
- Ryan & Durey Solicitors
- Phil Hoffmann Travel
- Samuel Smith & Son
- Sky Racing
- The Best Pub
- TJ's Cleaning Services
- What's for Dinner? Ready to Eat, Ready to Cook
- Your Energy Saving Solutions

BRONZE

15/16

- AlSCO
- Andale Hotel Services
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- Banktech
- Brown-Forman Australia
- Bulk Energy
- Cashcard
- Chemform
- Cobalt Blue Australasia
- Commonwealth Bank
- Concept Collections
- DC Payments
- Drinking Buddy
- Duncan Basheer Hannon
- Energy Action
- Gallagher Bassett
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STEVE MOYES

ASAHI PREMIUM BEVERAGES

ON PREMISE MANAGER SA




WHEN DID YOU JOIN YOUR CURRENT EMPLOYER?

2012

TELL US ABOUT YOUR COMPANY:

Asahi Premium Beverages has an outstanding and growing portfolio across beer & cider, non-alcohol and RTD. Our success in market is driven not only through our portfolio but also a company culture that places higher value on customer relationships and a proactive and fast paced way of working. The last three years have seen APB deliver strong growth across all parts of our portfolio, lead in the On Premise by successes in particular with Asahi, Somersby and non-alcohol through our Schweppes and Pepsi offerings.

WHAT ARE YOUR KEY RESPONSIBILITIES?

Responsible for the on premise side of our business, key responsibilities cover the development and execution of strategies to grow market share and drive rates of sale for customers and also to oversee the management of key accounts within the SA on premise.

HOW DO YOU OCCUPY YOUR TIME OUTSIDE OF WORK?

I like to get into customers venues with friends or colleagues and support our brands as much as possible (that is, love having a beer with mates). Outside of that, love to cook and spend quite a bit of time ferrying daughters (Stella and Coco) around to dancing classes and sport.

WHAT IS SOMETHING THAT MOST WOULDN'T KNOW ABOUT YOU?

I'm quite a keen gardener actually, and try to grow a fair portion of the vegies and herbs I use for cooking.

WHERE IS YOUR FAVOURITE HOLIDAY DESTINATION?

Best holiday would have to have been Malolo Island in Fiji but any relaxing place near the water works.

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

Ferran Adria - I love great food. He can make dinner and give me some pointers

Robert De Niro - Greatest lead actor of our time

Cosentino - For the entertainment. I have been enthralled by magic since I was a kid

FAVOURITE MOVIE:

Good Will Hunting

FAVOURITE ALBUM:

The Stone Roses self-titled debut album (great band, 2 albums over 25 years nowhere near enough)

SPONSOR NEWS



RYAN & DUREY SOLICITORS – SILVER

Led by Jarrod Ryan, Ryan & Durey Solicitors offers commercial and technical advice to its clients on all aspects of hospitality, liquor and gaming licensing in not only South Australia, but also throughout Australia. Ryan & Durey Solicitors have extensive experience in all types of transactions involving licensed premises including new licence applications, licence variations, transfer applications, disciplinary matters, buy or selling a licensed premises and other property related matters.

For all enquiries (08) 6166 9000

www.ryandurey.com

reception@ryandurey.com

Hotel SA



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For all enquiries 0410664920

www.puntclub.com/info

Jason.Neave@puntclub.com



CHEMFORM – BRONZE

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proven products and systems that add value and increase efficiency.

We aim to form long-term working relationships with each and every customer. Our customer loyalty is a reflection of our commitment to ongoing service.

For all enquiries 1300 201 144
www.chemform.com.au
admin@chemform.com.au



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- Group training provider for apprentices and trainees.

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adelaidehospitality@skillhire.com.au



MACAW CREEK WINES – BRONZE

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www.macawcreekwines.com.au
gavin@vine2you.com.au

HARVEY NORMAN COMMERCIAL & INTEGRATE IOT – SPONSOR UPDATE

Integrate IoT applies the same leading edge thinking into our everyday work process and strive to lead the market with better ways to service our client base and deliver technology projects.

We incorporate web services systems to ensure all our staff are connected, tracked and deployed and that a priority is given to ensuring a mechanism for live interaction with staff feedback, client feedback and Job tracking history.

Our clients are kept informed and our job information is readily available from any smart device, communication is streamlined and the outcomes are consistent.

At Integrate IoT the culture is one of constant improvement, we strive to create an environment where our team adds value to technology projects and consistent outcomes no matter what the complexity.

Our services are:

- IoT Systems Integration
- Lighting Automation Systems
- Audio Visual Solutions
- Large format indoor and outdoor LED displays
- Digital signage Solutions
- IPTV, CCTV, MATV, Datacomms
- Systems Engineering
- Design and Consultation
- Residential and Commercial Automation

And yes we still have access to all the Harvey Norman goodies so whether it be a TV install for the Local Pub, a Convention Centre integration or a Custom App we have got you covered.

For all enquiries 0427 856 225
www.integrateiot.com.au
john@integrateiot.com.au



LICENSEE TRANSFERS JANUARY 2016

HOTEL	LOCATION	DATE GRANTED	NEW LICENSEES
Weeroona Hotel	Wallaroo	22/1/2016	Avinacrak Pty Ltd

LICENSEE TRANSFERS FEBRUARY 2016

HOTEL	LOCATION	DATE GRANTED	NEW LICENSEES
Booloroo Centre Hotel	Booloroo Centre	26/2/2016	Schroeder Sommers Pty Ltd
Greenock Greek Tavern	Greenock	9/2/2016	Adams & Son Fabrications Pty Ltd
Maylands Hotel	Maylands	8/2/2016	Buckerce Pty Ltd
Millers Arms Hotel	Nairne	16/2/2016	RE Management Pty Ltd
Pinnaroo Hotel	Pinnaroo	8/2/2016	Pando Hotel Group Pty Ltd
Royal Exchange Hotel	Burra	8/2/2016	Puddles on the Hill Pty Ltd

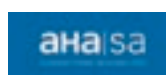
WELCOME TO OUR NEW MEMBERS

HOTEL

Cumberland Arms Hotel

Gallery

Kimba Hotel Motel



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CONTACT

Street Address: Level 4, 60 Hindmarsh Square, Adelaide SA 5000
 Postal Address: PO Box 3092, Rundle Mall SA 5000
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 Toll Free: 1800 814 525
 Fax: (08) 8232 4979
 Email: information@ahasa.asn.au
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Publisher: Boylen Ph: 08 8233 9433 Address: Level 3, 47 South Terrace, Adelaide, SA www.boylen.com.au



Tim Boylen
Advertising

Managing Director

tboylen@boylen.com.au
sales@boylen.com.au

Cindy Ridgwell
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HOUSE OF SHOGUN

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- Player selectable multi-denom – 20c, 50c and \$1

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Structural Concepts Australia (SCA) is a multi-tasked family-owned and operated company striving for building excellence through innovation. Since its inception in 2000, 5th generation builders, Matt, Steve and Nathanael Palmer have steered the company through a period of growth and diversification. SCA has an enviable record of completing projects safely, on time, within budget, and to the highest quality, which has been achieved through effective professional management.

Being an integral part of the Structural Group of Australia network of companies, SCA offer a full range of professionally coordinated construction, manufacturing, fabrication and logistical services to our increasing list of residential, commercial and industrial clients.

Although experiencing growth across all industry sectors, SCA have in recent times enjoyed increased success and exposure in the hospitality sector.

Our Vision is to create and maintain an organisation of highly skilled construction professionals that serve our Clients' needs with honesty and integrity. To provide an environment that promotes personal growth, self-pride and ultimately, to differentiate ourselves as the builder of choice to those seeking quality, personal service, and value.

“Structural Concepts Australia are somewhat unique in their approach and having access to a full range of in house services, they minimise the need for sub-contract services giving improved control on costs and quality.”

Having a flexible team of experienced people, SCA ensure that suitably qualified personnel are assigned to projects in a capacity utilising their key strengths. Combining talented and enthusiastic people with the latest technology and fostering open channels of communication, ensures that all pre contract, project management and on site activities are professionally and consistently managed.

We are committed to building long-term relationships based on trust, integrity, performance and value and shall focus on exceeding client expectations and continue to meet the changing needs of our clients with our quality services being safely delivered by the most qualified people, within agreed timeframes.

- Commercial, Residential and Industrial Construction
- Construction Management
- Civil Construction
- Electrical and Plumbing
- Project Management
- Maintenance Services
- Carpentry
- Structural Steel Work
- Joinery
- Fabrication and Stainless Steel Work
- Transport and Logistics



FROM CONCEPT TO CREATION