



New Zealand  
Hotel Industry  
Conference  
2007

# CONFERENCE PROGRAMME

10 May 2007

Hyatt Regency Auckland

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HOSTED BY

NEW ZEALAND  
HOTEL COUNCIL



# PROGRAMME

**Conference Chair** Rodney Walshe, ONZM  
**7:45am – 8:15am** Registration and Coffee  
**8:20am – 8:30am** Introductory Video  
**8:30am – 8:45am** Welcome and Opening Remarks

**Presenters:** Hon Damien O'Connor, *Minister of Tourism*  
Rodney Walshe, ONZM

**8:45am – 9:15am**

## Hotel Industry Performance and Profitability Update

**Presenter:** Stephen Hamilton, *Horwath HTL*

**9:15am – 10:00am**

## Keynote Speaker

### Air New Zealand Strategy and Relationship with Hotel Industry

**Presenter:** Norm Thompson, Group GM Short Haul Airlines,  
*Air New Zealand*

**10:00am – 10:30am** Morning Tea  
(Sponsored by *Heritage Hotels*)

**10:30am – 11:30am**

### Strategic Issues Facing the New Zealand Hotel and Tourism Industry

**Topics:**

1. Air NZ, Tourism NZ, ITOC, Hotel Industry
  - Growth strategies
  - Consistency and conflict between strategies
  - Implications for the hotel industry
2. Carbon Emissions
  - Impact on long-haul visitor growth
3. Australia
  - Inbound visitor growth
  - NZ visitor growth to Australia
4. Opportunities for Air NZ, Tourism NZ and ITOC to work closer together with the hotel industry
5. Staffing shortages / skills

**Chair:** Rodney Walshe, ONZM

**Panel:** George Hickton, *Tourism New Zealand*  
Stuart Neels, *ATS Pacific*  
Paul Richardson, *Accor Hospitality*  
Norm Thompson, *Air New Zealand*

**11:30am – 12:10pm**

### Human Resources – Skill Shortages / Generation Y

**Topics:**

1. Skill shortages
2. Seasonal labour initiatives – part time, working holidays
3. Skills and career development
  - Generation Y – management challenges and opportunities

**Chair:** Penny Clark, *Heritage Hotels*

**Panel:** Greg Eder, *Simpson Grierson*  
Kathy Guy, *Wairakei Resort*  
Jan Fitz-Gerald, *Queenstown Resort College*  
Nina Weir, *InterContinental Hotels*



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# PROGRAMME



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12:10pm – 12:50pm

## Serviced Apartments / Strata Title / Management Rights / Fractional Ownership

Topics:

1. Competition and compatibility between serviced apartments and hotels
2. Investor returns – expectations and actual
3. Australian trends and experience relevant to NZ
4. Impact of timeshare and fractional on hotels

Chair: Denis McNamara, *Simpson Grierson*

Panel: Stephen Mansfield, *Quest Serviced Apartments*  
Brett Pointon, *The Oaks Group*  
Jeff Shearer, *Heritage Hotels*  
Todd Wynne-Parry, *InterContinental Hotels*

12:50pm – 1:50pm Lunch

1:50pm – 2:45pm

## Keynote Speaker

### wotif.com – The Changing Face of Online Distribution

Presenter: Graeme Wood, Managing Director, CEO, *wotif.com*

2:45pm – 3:25pm

## Yield Management / Performance Improvement

Topics:

1. Use of direct / indirect internet sales to maximise hotel room rates
2. Impact of ITOC operators on yield
3. Dealing with seasonality
4. Conventions and Incentives
5. Domestic leisure
6. Operating cost strategies

Chair: Roddy Gordon, *Hyatt Regency*

Panel: John Ingram, *Hilton Hotel*  
Janet McBain, *Mirvac Group*  
Paul Richardson, *Accor Hospitality*  
Graeme Wood, *wotif.com*

3:25pm – 3:55pm

Afternoon Tea  
(sponsored by *Arrow International*)

3:55pm – 4:35pm

## Human Resources – Legislative Developments / Employer Obligations

Topics:

1. Holidays Act
2. Employment Law
3. KiwiSaver – impact on staff costs

Chair: Michelle Wenk, *Orca Consulting*

Panel: Graeme Ham, *Accor Hospitality*  
Mike Hodges, *Scenic Circle Hotels*  
Bruce Robertson, *Hospitality Association of New Zealand*  
Shan Wilson, *Simpson Grierson*

4:35pm – 5:15pm

## Hotel Investment – Trends, Opportunities and Issues

Topics:

1. Opportunities and barriers to hotel investment in NZ
2. Sources of hotel investment capital and investor expectations
3. Strata-title hotel rooms and apartments and investor expectations
4. Financiers' lending criteria for hotels
5. Hotel refurbishment

Chair: Mike Batchelor, *Jones Lang LaSalle Hotels*

Panel: Paul Evans, *Galway Tourism Investment Group*  
Nigel Greenaway, *Eureka Funds Management*  
Robert McIntosh, *CB Richard Ellis*  
Brendan Taylor, *Scenic Circle Hotels*

5:15pm – 5:30pm

## Summing Up and Closing Remarks

5:45pm – 7:00pm

Cocktails  
(sponsored by *Galway Tourism Investment Group*)

7:15pm – 10:00pm

Informal Dinner

## Dinner and Cocktail Beverage Sponsors





### Platinum Sponsor

Events such as the New Zealand Hotel Conference are essential for New Zealand's hospitality industry because they enable a broad range of industry members from across the country to come together. The success and growth of our industry is not dependent solely on activities in the country's major population and commerce centres; it relies on quality, commitment and investment from operators and providers in every region of New Zealand.

Scenic Circle Hotels is actively involved in helping grow a hospitality industry we can all be proud of. A commitment to regional growth is central to our vision for a strong, vibrant company and industry.

Scenic Circle Hotels has a network of 16 owned and/or managed hotels throughout New Zealand. As well as a strong presence in Auckland, Christchurch and Dunedin, you'll find us in favourite visitor destinations such as the Bay of Islands and Queenstown, growing regions such as Hawke's Bay and Marlborough, and iconic destinations such as the South Island's West Coast, and Gore.

As well as investing in regional growth, reinvestment in our properties is a priority for us. Projects at the Scenic Circle Southern Cross Hotel in Dunedin and the Scenic Circle Bay of Islands Hotel in Paihia have seen several million dollars invested in upgrades, with excellent outcomes.

Having the marketing base and capacity to promote New Zealand to an international audience is also of great importance. Scenic Circle Hotels consistently works on the world stage to entice more visitors to our shores to experience what New Zealand and our industry have to offer.

For all of this, Scenic Circle Hotels proudly continues to be 100 per cent New Zealand owned and operated. Our commitment to providing consistently high standards of accommodation, and professional, friendly service; and to investing, managing profitable operations and contributing to regional growth, remains as strong as ever.

- Earl Hagaman, Chairman



Scenic Circle Southern Cross Hotel



Scenic Circle Bay of Islands Hotel

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### PROGRAMME ADVISORY COMMITTEE

The co-hosts of the New Zealand Hotel Industry Conference would like to thank the members of the Programme Advisory Committee for their contribution:

Kathy Guy (Wairakei Resort) Stuart Neels (ATS Pacific) Mark Oldershaw (New Zealand Hotel Council) Ray Salter (Ministry of Tourism)

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