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Many SMEs *do* survive...

ONLY a quarter of small businesses go under in their first five years, according to research on 1,514 of them. Massey University management lecturer David Tweed says it's just not true that 80 percent of small firms are high risk ventures. "If you are considering going into business, then don't be convinced by doom and gloom merchants. This research says you shouldn't be anywhere near as worried," he advises.

NZ spas are tops

NEW Zealand's spa and luxury lodges have been voted amongst the best in the world, with awards for three lodges and two of our spas in the latest edition of the UK travel magazine *Condé Nast Traveller*. Huka Lodge made the Gold List for its ambience and design; Kauri Cliffs for its facilities, and Blanket Bay for its food.

The Polynesian Spa in Rotorua has been voted the seventh-best spa medical and thermal resort in the world - up two places on last year. Newcomer to the list, La Spa Naturale in Paihia, made it to number 10 on the list of Australian and South Pacific Spas.

Aviation faces skills shortage - report

AVIATION industry leaders are calling on young people and others to consider jobs as pilots, flight attendants and avionics technicians following the release of a report highlighting the need for significant increases in the aviation workforce. The report shows that more than 1,400 new people are needed each year to cover growth and replace those leaving.

ATTTO CEO Gayle Sheridan says there is a challenge ahead for the sector to meet the predicted large number of new entrants required. "Jobs in the airline industry are challenging and hold great opportunities for young people going out into the world. "ATTTO and the wider aviation and tourism industries need to get this message out to the workforce." But the immediate priority for ATTTO is to work with employers to ensure that training programmes are fit for purpose and to improve efficiency of the workforce. "We will also be making sure existing training programmes are

tightly aligned with industry requirements to maximise performance of staff."

Ms Sheridan says aviation needs to make sure there are adequate tertiary training opportunities available to people wanting to enter the industry and to provide career paths so that skilled people stay in the industry.

ATTTO chairman Murray Strong says New Zealand is not alone in recognising that as a nation it is operating in an increasingly competitive labour market with low unemployment levels, sound economic growth and continued high labour demand. "Accordingly it is timely to recognise that current business models will require some re-engineering to deal with the demands forecast in this report."

Highlights of the report:

- * Growth in the industry between now and 2010 is estimated to be at least two percent a year;
- * Some 16 percent of all workers in the industry are 55 years or older;
- * The greatest need will be for pilots, flight attendants and avionics technicians.

Emerging skills identified as required by employers are technological, customer service - and understanding of regulatory compliance obligations and procedures.

Details: 04-4996570
info@attto.org.nz.

Inside

- * TAT owed \$2.6 million - pg2
- * QF most profitable airline? - pg4
- * CDL breaks records - pg5
- * Readers win top prizes - pg5
- * THL earnings up - pg6
- * SkyCity hit by smoking laws - pg9
- * DoC says "sorry" to operator - pg10
- * Taupo's Clayton's revamp - pg11

TEN years ago in *IT*...

A new market knocking on our door - and often unannounced. That's PATA Korea Skills Co-ordinator David Hicks' view of the sudden growth in arrivals out of Seoul. But he warns we must get our act together by having as many industry people as possible go through his course. The programme is as popular as the earlier PATA Japan Skills programme.

THE first ski season super pass ever marketed in New Zealand, is being offered by the Mount Cook Line.

REPUTEDLY the first fully-professional sporting event held in New Zealand kicks off in Auckland this weekend with the Warriors taking on the Brisbane Colts. Murray Dow - who's cock-a-hoop as the publisher of the 160,000 Warriors magazine - says there'll be 10 other home games. And the city will be full for all of them.

AIRNZ is to launch the first Sydney/Brisbane - Queenstown flights in July, *IT* announces.

COMPLAINTS that drinks and food are too expensive at the Christchurch Casino have been received by consultancy firm Travel Management and Education International. Visitors say food and drinks are free at casinos in other countries. So why not here?

INTERNATIONAL visitors attending conferences last year jumped 28 percent to 24,600, according to NZTB (now TNZ). Australian delegates increased 32 percent to 13,400. Such visitors spend an average of \$300 a day compared with \$111 from other guests.

WELLINGTON region operators and others involved in tourism will be able to join a new organisation, a regional branch of NZTIA (now TIANZ) when the present Tourism Wellington ceases later this year.

THE biggest united step forward in Wellington region's tourism history is announced with the formation of a politically-independent sales and marketing organisation. It'll have a budget of \$1.5 million, apparently.

WITH up to 3,000 b and b, and home and farmstay operators now in New Zealand, MANZ is advising members to "open up and extend their friendly welcome...and offer more help with local services, maps and guides." It also suggests members look at the style, quality and variety of breakfasts offered.

TAT owed \$2.6 million

TRANS Air Travel Ltd - or TAT Travel - which went into liquidation last month, has debts of \$2,696,882. Liquidator Terence Hillson has released a report which shows the company has a realisable value of \$997,736. Preferential creditors are employees, who are owed a total \$14,736, and IRD with \$82,980 owing on PAYE. Assets available for secured creditors are \$900,020 while there's \$264,305 for unsecured creditors. The Bank of NZ is owed \$13,588 and trade creditors \$1,587,390. There are also unsecured loans of \$786,536. Mr Hillson says the company was Hopewell Travel Co until change of ownership in 2002. Director is Kirsten Low (also known as Low Mood Chay), as Amy Ang ceased in 2002 and Yoshie Itakura and Christine Ang in 2004.

China

The company was an inbound and outbound business - dealing mainly with China and Taiwan - with three offices in Auckland and one in Christchurch. Two of the offices were joint ventures.

Accreditation to TAANZ and ITOC were withdrawn last September. The company was an accredited IATA agent and defaulted in August under the billing and settlement plan (BSP) and was then placed on a cash basis. IATA advises that all amounts owed to airlines have been paid.

The company earned \$7,079,015 in turnover between April 1 last year until liquidation but at a net loss of \$788,382. Mr Hillson understands Ms Ang paid unsecured sums to the company during this time - making her the largest creditor.

Asset sale

Ms Low advised creditors that assets were being sold and that they would be paid in December. This appears not to have happened. Unsecured debtors are not likely to receive more than 20 cents in the dollar, however. Mr Hillson adds that creditors have reported problems with payment over a long time with dishonoured cheques, and failed debt repayments.

Ms Low is said to be receiving medical treatment in Singapore and the US but will return to New Zealand as soon as her health allows.

Mr Hillson is suggesting that creditors appoint a committee to work with him but that the whole process will not likely be cleared before next year.

Contact: 09-4153118, 027-2805580 or terencehillson@xtra.co.nz.

* ITOC CEO Peter Lowry says the industry has to learn not to deal with firms which are trading without standards. The ITOC board is not in favour of government licensing of inbound operators. But all members will be asked their views on the issue.

"We would rather see ITOC being regarded by government as the one organisation which sets quality standards and that government endorses ITOC because we set standards. No one else is doing that."

* Tourism Minister Mark Burton tell *IT* he would like all inbound operators meet or exceed ITOC standards.



There's still time to enter the New Zealand Tourism Awards.

Here's a simple guide to choosing your category

There are two different types of New Zealand Tourism Awards categories
Tourism Business and Tourism Innovation

Tourism Business
Want to enter your whole business?
The judges will take a whole of business approach to assessing your entry and will look at all areas of your operation from leadership through to your financial results

Tourism Innovation
Want to enter one specific aspect of your business that is new and innovative?
The judges will look for innovations that are new and leading the industry – something that hasn't been done before.

Choose one of the Tourism Business categories below that is relevant to your business and answer the questions in the Tourism Business criteria
Want to know more?

Choose one of the Tourism Innovation categories below relevant to your innovation and answer the questions in the Tourism Innovation Criteria
Want to know more?

- Tourism Business Categories – choose one:
- Backpacker Accommodation
 - Boutique Accommodation
 - Holiday Park Accommodation
 - Hotel Accommodation
 - Self Contained and Serviced Accommodation
 - Adventure Activity
 - Culture And Heritage
 - Leisure Activity
 - Retail and Hospitality
 - Visitor Accommodation
 - Tourism Communication and Information Services
 - Tourism Distribution
 - Tourism Service Provider
 - Transportation Provider
- Chosen your category, want to know more?

- Tourism Innovation Categories – choose one:
- Innovation in Eco-Tourism
 - Innovation in E-Commerce and New Technology
 - Innovation in Events, Meetings and Incentives
 - Innovation in Leadership and Strategic Planning
 - Innovation in Marketing
- Chosen your category, want to know more?

Go to www.nztourismawards.co.nz
Click on Entry Kit
Or call Rachael Shadbolt on 04 494 1844

Qantas: world's most profitable airline?

QANTAS established its credentials as the world's most profitable airline after its domestic strength and improving international performance delivered a 28 percent increase in net profit for the six months to December 31.

Asia Pacific Aviation MD Peter Harbison says the A\$458.4 million reflects the value that can be extracted from a good strategic model moulded to market conditions.

Benchmark

"Qantas has become a benchmark for what most other operators aspire to, and sadly do not achieve. It has evolved a structure that seemingly can cope with whatever the market throws at it, and still grow profitability."

The domestic operations increased earnings before interest and tax by 20.5 percent to \$390.1 million despite a 5.3 percent fall in yield - at a time when a large amount of new capacity was added by low-cost subsidiary Jetstar, and Virgin Blue.

"Clearly, Jetstar has had a considerable initial impact on the market, earning \$19 million in the half year amid some tough pricing skirmishes with Virgin," Mr Harbison says. "But it's still relatively small, accounting for some five percent of Qantas's domestic earnings."

Despite adding 14 percent international capacity and a reduction in load factor of 4.7 percent, Qantas' focus on its premium product showed rewards, with international yields actually increasing by 3.6 percent. EBIT for the international operation grew by 14.4 percent to \$229 million.

Hedging

Fuel hedging undertaken by Qantas saw fuel costs rise 32 percent, against an increase of 13 percent in ASKs while manpower costs increased almost 12 percent, as staff numbers increased five percent. However, with capacity increases, group unit costs, including all domestic and international, decreased four percent.

Qantas expects to realise a full year result in line with market forecast consensus, despite a relatively small negative impact on revenue of the tsunami disaster and difficulties in securing rights for Jetstar Asia to operate out of Singapore to a number of other countries.

"This result places Qantas squarely as the most profitable international airline in the world at present - perhaps a sad reflection on the industry, for as CEO Geoff Dixon notes, this result still does not meet the cost of capital," Mr Harbison adds.

Queenstown takes AIME

QUEENSTOWN'S presence at the Australasian Incentive and Meetings Expo (AIME) - Australasia's biggest trade show for the convention market - this week is under a New Zealand banner for the first time.

Peppers - in the Oscars bag

JOHNNY Depp, Leonardo DiCaprio, Clint Eastwood, Jamie Foxx and 21 other Oscar nominees could soon be enjoying the pleasures of Peppers on the Point - Lake Rotorua. The luxury lodge has been selected to be included in this year's luxury gift baskets at the 77th Academy Awards.

Gift Vouchers provide either a two or one night stay, inclusive of accommodation, pre dinner drinks and canapés, four course table d'hôte dinner and full breakfast.

Last year another Rotorua retreat, Treetops, had its gifts included in the baskets.

Moore, for less

THE Flight Centre, hit by poor profits from its New Zealand operations, has launched a restructuring drive that has seen the company's local boss Graeme Moore get the axe, according to media reports this week.

Court critical of Scenic Circle

SCENIC Circle Hotels has been warned by an Environment Court judge and criticised by the Westland District Council for an appeal that cost ratepayers \$92,000.

Judge Jeff Smith referred Scenic Circle lawyers to a Bay of Plenty case in which the local authorities had been put to needless expense because of time-wasting. The objections involved proposed properties at Franz Josef.

More than 10 million visits to Te Papa

MORE than 10 million people have visited Te Papa since it opened on February 14, 1998. That's more than 390 visitors a day. In recent years numbers have jumped to 1.3 million visitors a year.

Some 6.2 million of these visits have been by New Zealanders. In 2003/2004, 45 percent of visitors were from overseas, with the latest data suggesting international visitation may exceed 50 percent for the first time this year.

Broad audience

Visitor demographics surveyed by Te Papa indicate that the museum has succeeded in attracting a broader museum audience - with more younger visitors and more Maori, Pacific Island, and male visitors - than traditionally visit museums.

* A survey last September found that national awareness levels of Te Papa have reached 97 percent, with 54 percent of all New Zealanders over the age of 18 reporting having visited the icon.

* Satisfaction with the Te Papa experience has also remained high, with 96 percent of visitors reporting being satisfied with their visit in 2003/4, and 26 percent giving Te Papa 10/10. Some 85 percent of New Zealand visitors to Te Papa report that they will visit again in the next 12 months, and 98 percent said they will recommend Te Papa to others.

***Holbein to Hockney: Drawings from the Royal Collection will be on display from April 23 to July 24.**

CDL enjoys record profit and high occupancies

CDL Hotels this week announced a 36.1 percent jump in after-tax profit to a record \$23.2 million for the year ended December 31.

MD Tsang Jat Meng, says the company has made enormous strides in the past five years.

"You just need to look back to our earnings in the 2000 financial year when we reported a \$1.5 million profit to see where we have come from."

He adds: "Our close attention to costs, service and profitability have meant we have been able to capitalise on favourable market conditions."

CDL's core earnings are derived from its portfolio of 30 New Zealand hotels, which are owned, leased, franchised or managed under the Millennium, Copthorne and Kingsgate brands.

It also owns 61.13 percent of property development and investment company CDL Investments New Zealand Limited (CDLI).

Revenue

CDL delivered its profit on revenue of \$166.5 million, which was slightly down on 2003, due mainly to a fall in CDLI's revenue, down from \$27.2 million in 2003 to \$20.2 million in 2004.

The company's hotel revenue was affected by the closure of the Millennium Hotel Sydney at the end of the first quarter in 2003. However, hotel revenue still increased \$2 million to \$123 million. Revenue growth for the New Zealand hotels alone was up 6.7 percent.

"Growth in the hotels' revenue came from increases in both occupancy and yield," Mr Tsang says. "This was the first time that annual occupancy has broken the 70 percent barrier." Average occupancy increased three percent to 71 percent.

Gains

"Occupancy was strongest in Christchurch and Queenstown. Excellent gains were made in the provincial centres especially in the Bay of Islands, which had another record year. Te Anau, Dunedin and Greymouth also had very good results."

He adds: "Overall, the company continues to maintain its market share with its key focus being on yield growth, which was up 6.4 per cent on last year."

CDL has increased its hotel portfolio with the addition to its inventory earlier this year of the Copthorne Grand Central New Plymouth and the Copthorne Hotel and Resort Hokianga.

The Copthorne Hotel and Resort Manuel's Taupo was upgraded to a Millennium Hotel and Resort from the beginning of 2005.

Survey participants win top prizes...

WE had a great response to our readers' survey late last year. Some good ideas were put forward including:

a section where readers can pose questions; stories on developments in the museum and heritage sector; articles on new regulations; views and experiences of host communities and/or visitors; and a column on smart and effective campaigns started by operators. Overall, readers find *IT* "very" relevant to their businesses. Keep on in the same format is the general opinion!

Those who replied to our questions had their names put in a draw for various prizes. Winners are:

Kaarin Gaukrodger, Tourism Eastland - one night's b and b with SkyCity Hotel, Auckland;

Greg Parr, Parr's Products, Auckland - lunch for two and bottle of wine, Huka Lodge, Taupo;

Sue Bartlett, Northland Polytechnic, Whangarei - AJ Hackett Auckland Harbour Bridge Experience;

John Milburn, Monarch Wildlife Cruises, Dunedin - excursion for two on Real Journeys' TSS Earnslaw/ Water Peak Farm Tour;

Jocelyn Strongman, Strongman Coachlines, Coromandel, and **Dain Simpson**, The Portage Resort, Picton. - Weekend car rental with Avis;

Julia Sanson, Destination Manawatu - Weekend car rental with Hertz.

Mark Ebrey, Blazing Paddles, Piriaka - Gondola Ride, Queenstown;

Jim Turner, itag, Queenstown, - AJ Hackett Ledge Bungy Jump;

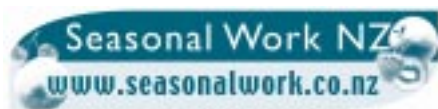
Patricia Sivertsen, De Haan Tours, Dunedin, **Ingrid Le Fevre**, TelstraClear Pacific. Manukau,

Adrian and Olivia Somerville, Walnut Grove, Cromwell, **Derek Howes**, AA Travel, Auckland,

Chris Ryan, Waikato University - AJ Hackett Kawerau Bridge Bungy.

Many thanks to all of you who took part. We shall certainly take your ideas on board. Also, thanks to our wonderful sponsors!

Largest data-base of its kind



IN its four years' existence, www.seasonalwork.co.nz has reportedly become the largest data-base of seasonal work in the world. It is number one on Google worldwide, currently generating over 500,000 hits a month, says Janine Americh of Rotorua.

She tells us: "The Internet is a great means of bringing together employers looking for workers and workers looking for employment.:

The site provides information about transport and accommodation and enables workers and employers to plan their work and work force in advance of the busy seasons. Details: janine@seasonalwork.co.nz.

Kaikoura coast for \$10

FOR passengers on the Cook Strait ferry from Wellington, the twice daily InterCity coach link between Picton and Christchurch will cost only \$10 from March 1. Passengers need to book in advance to take advantage of the Extreme Saver fare.

THL earns slightly more than last year

THL should earn an unaudited net profit after tax (NPAT) of \$12.5 million to \$13.5 million in 2004/5 - compared to \$12.5 million the previous year. When taking into account Oz Experience combined trading losses and anticipated sale costs of potentially \$2 million tax paid, the reported NPAT for the June 30 year is expected to be between \$10.5 million and \$11.5 million which compares to the NPAT of \$11.2 million in 2003/4. Chairman Keith Smith says in his six monthly report that NPAT to December 31 is \$4.9 million, a 17 percent increase on the same period last year. But, after adjusting for the losses for Oz Experience which is subject to a conditional sale due to settle in April, the NPAT for continuing businesses was \$5.9 million, representing an increase of 18 percent.

\$85M turnover

The profit was achieved on a turnover of \$85.2 million, itself up five percent with the New Zealand revenue up 12 percent - and Australia down seven percent due mainly to entering into a third party arrangement for car rentals and the lower volumes of Oz Experience. Major cost efficiencies were achieved in the Rentals division where EBITA increased 37 percent to \$15.1 million on a revenue increase of six percent.

During the six months THL has acquired three businesses. The Hertz Australia and Cruise NZ motorhome fleets - together with forward bookings - were successfully acquired and integrated into the THL Rentals Australia and New Zealand fleets.

Stable

Mr Smith's report comments: "International tourism continues to operate in a more stable environment. The recent horrific Asian tsunami has not deterred international travellers. However, THL's New Zealand operations together with much of the New Zealand's tourism sector were adversely impacted by unusually bad weather in December and early January which has detrimentally impacted traditionally high earnings months."

Lower trans-Tasman airfares have helped New Zealand continue to enjoy strong international visitor arrivals, with an increasing influence from Australia which now represents 37 percent of all international arrivals increasing at 23 percent p.a. Conversely, there are signs in THL's traditional northern hemisphere and Japanese markets of slower growth trends - and from some countries a decline in tourists visiting New Zealand.

Japanese assaulted and robbed

TWO Japanese visitors were assaulted and robbed in Blenheim's railway station carpark last week.

Colour is important, too

HOW important is colour to the tourism experience? Colour and design are a reflection of the culture and society as well as the local landscape and its physical elements, we are told.

The Pacific colour palette is considered a leading movement. International designers across a wide range of fields are referring to vibrant New Zealand colours to source the latest trends in colour, texture and finish. Australia tends to be more conservative.

The Colourways New Zealand 2006 Forecast colour palette launch was held at The Boatshed on Waiheke Island which provided the backdrop to showcase the trend into Pacific Island quality that is a strong development in the 2006 palette.

Colourways Australasia director Kathy Demos says: "The blue shades in the colour palette are not Aitutaki, but rather the Bay of Islands or Waiheke. Untouched white expresses being the first person to walk on a white sand beach, in Coromandel or Northland. The colour tone provides a feeling of wonder and excitement and also conveys wanting to nurture and care. Deep pensive blues create a reflective mood, cool and serene..."

Sign of the times - 1

THE range of guests at the opening of Point View Lodge - Manukau's first and only Qualmark graded five star guest and hosted accommodation - including Cabinet Ministers and the Mayor of Manukau, on Wednesday signalled the value everyone places on tourism.

Enterprising Manukau tourism development manager Catherine Croot says the local industry is developing quickly. So it is important that visitors are offered quality experiences. "Qualmark grading gives visitors and the industry a peace of mind." Owners and hosts are Tricia and Bruce Robertson. The property has three suites. Details: 09-5375678 or info@pointview.co.nz.

Sign of the times - 2

DOC has temporarily removed its yellow-eyed penguin signs at the Petrified Forest at Curio Bay, Southland.

"The existing signs had become outdated and were confusing visitors so we decided to remove them for now," says DoC programme manager Jessyca Bernard.

"The presence of the signs was also alerting visitors, who didn't know about the penguins previously, to the fact that there was a resident population of yellow-eyed penguins at Curio Bay and we were worried about the growing effect of this disturbance."

Retailing down in Q'town

QUEENSTOWN Chamber of Commerce CEO Nick Lambert says many of his members are concerned revenue did not come up to expectations for December and January. Some say their takings were down 25 percent in December and 10 percent in January.

"The external perception is Queenstown's streets are paved with gold but if you haven't got a good feel for where your business comes from it's very difficult to operate," Mr Lambert says.

Industry should use more energy efficient equipment, says TIANZ

THE industry should introduce more energy efficient equipment or vehicles, or reduce energy consumption drawing on initiatives and incentives available through the Energy Efficiency and Conservation Authority (EECA) if it wants to avoid the effects of the now operational Kyoto protocol, says TIANZ.

“For example, hotels have the opportunity to reduce electricity consumption through a variety of means.” CEO Fiona Luhrs urges her members to consider the protocol and its expenses when making capital investment decisions.

TIANZ is working with the government’s Climate Change Office to have input to central government’s

SME policies that provide incentives and assistance to reduce energy consumption and modernise equipment. Adds Ms Luhrs: “As a long-term objective, we will continue to advise and support institutions such as Lincoln/Landcare, who are researching the potential impacts on international air travel behaviour if carbon taxes are extended to overseas travel, which is quite possible after 2012.” The protocol has been ratified by 141 nations but not the US or Australia.

Skeggs eyes Milford

SKEGGS Group of Dunedin has applied to Environment Southland for resource consent to build a pontoon wharf at Milford Sound, for use by two tourist boats.



CHIEF EXECUTIVE



Travel Distribution TAANZ and ITOC

Auckland or Wellington based

Tourism - New Zealand’s largest and fastest growing industry.

This position is becoming available on the retirement of the current Chief Executive in August 2005.

TAANZ is the Travel Agents’ Association of NZ

ITOC is the Inbound Tour Operators Council of NZ

Reporting to the two boards, the CEO is responsible for the strategic, operational and business planning for TAANZ and ITOC. Communication with the membership of both Associations along with other tourism bodies and Government are key elements of the position.

It is desirable that the applicant has travel and tourism industry related experience, proven leadership with confident inter-personal and presentational skills, financial and budgetary skills.

This position offers a rare opportunity to lead two very successful organisations at a time of huge growth in the tourism and travel industry.

In the strictest confidence expressions of interest and applications in writing should be directed to:

**Chief Executive Position
PO Box 1888, Wellington**

By Tuesday 29 March

www.itoc.org.nz

www.taanz.org.nz

ADVERT

F and B warns of acid rain

ACID rain and toxic waste from the proposed conversion of the Marsden B power station to coal could damage an important forest reserve and nearby marine ecosystem, warns Forest and Bird.

“Marsden B will produce 7.8 tonnes of sulphur dioxide per day. This will significantly add to pollution from the neighbouring oil refinery, which already produces 12 tonnes of sulphur dioxide per day,” according to conservation manager Kevin Hackwell.

“Bream Head Reserve is directly downwind of the Marsden B power station and will cop the worst of acid rain increase from the power station. This is hardly the image of clean green New Zealand that tourist leaflets like to portray.”

He adds: “Mighty River Power have applied to

discharge 8,760 kg of arsenic; 4,208 kg of lead, 262 kg of cadmium and 192.7 kg of mercury into Bream Bay each year. Bream Bay and Whangarei have incredibly rich marine life. There are commercial fisheries of scallops and pipis. This is no place to discharge hazardous heavy metals,” he says.

Hotel delayed: workers go to jail

A shortage of skilled builders is reportedly behind the delay in the construction of a four star hotel in Dunedin by local Geoff Thomson. He wants to convert the old Historic Places Trust listed Post Office into a \$30 million 180-room property. But because a \$130 million 335-bed prison is going up 50km south of the city everything's on hold as all available hands are working there.

ADVERT



Tourism New Zealand - Wellington Opportunity

Are you passionate about the tourism industry with an ability to communicate with it at all levels?

Are you interested in stepping up to the next level of a career in communications?

As the New Zealand tourism industry grows in its importance to the New Zealand economy, Tourism New Zealand's Corporate Communications team is seeking someone with a strong strategic vision of how the organisation communicates with its stakeholders.

Industry Communications Manager is a position where the ability to establish effective relationships and maintain two-way dialogue is critical.

The main objective is to contribute to effective and constructive relationships between Tourism New Zealand and its stakeholders, in particular the New Zealand tourism industry by:

- * Engendering effective dialogue between Tourism New Zealand and the New Zealand tourism industry and other stakeholders.
- * Acting as a conduit between the industry and Tourism New Zealand ensuring Tourism New Zealand management are aware of industry and other stakeholder issues
- * Continually assessing and developing communications strategy for Tourism New Zealand.
- * Excellent presentation skills are essential.

The successful applicant will have sound presentation skills, cultural awareness and an in-depth knowledge on Tourism New Zealand's programmes and strategies.

To apply please send your CV and covering letter to Rebecca Donoghue, rebeccad@tnz.govt.nz before 5.00pm Friday 25 February 2005. A Job Description is available at www.tourismnewzealand.com, or for further information phone Rebecca Donoghue on +64 4 917 5443.

SkyCity results hit by smoking laws - but still “comfortable”

SKYCITY Entertainment Group had a \$57.1 million net profit for the half year ended December 31, up four percent over the same period in 2004. MD Evan Davies says the company has established a solid portfolio of properties, with three in New Zealand and two in Australia. Changes to New Zealand legislation and the gaming industry’s regulatory framework, with regards to the Smokefree Environments Act and Gambling Act, have affected operations and financial results. But the company is comfortable with current analyst net surplus after tax expectations for this year of \$114 million - \$119 million.

Affects

Mr Davies adds: “As predicted, first half gaming operations were affected by a range of factors including the note acceptor limitation on gaming machines in New Zealand and the recent introduction of smokefree legislation. Changes to smoking legislation naturally impacted business, however with the legislation only coming into force in December, it is too early to identify any change to pre-legislation expectation.” Total New Zealand operations contributed 71 percent of total revenues. SkyCity Auckland, showed a steady performance. The property increased revenues by four percent to \$206 million and delivered an EBITDA of \$104 million, comparable to the corresponding period.

Support

Mr Davies says: “We are pleased by the positive industry response to date for the SkyCity Grand Hotel, with forward bookings exceeding expectations. The new five-star hotel will result in increased visitation throughout the SkyCity Auckland property and will complement the four+star SkyCity Hotel, together offering 660 rooms in the heart of Auckland city.” The SkyCity Grand Hotel, while offering 320 luxury rooms and a range of premium guest facilities, will feature the 70-seat signature restaurant ‘Dine - by Peter Gordon’ managed by the internationally-acclaimed chef. The convention centre has bookings as far ahead as 2010. SkyCity Hamilton reports a strong performance for the period, with revenues up six percent to \$16.5 million and EBITDA up 16 percent.

Two South Island lodges opening in 2005

BRAEMAR Lodge, Hanmer Springs, is undergoing a multi-million-dollar upgrade and is due to reopen on November 1, says marketing and business development manager Jo Moore. The lodge has 14 suites attached to the main lodge. A wellness centre will offer massage, plunge pool, exercise resistance pool, fitness centre, relaxation lounge, bar and meditation centre. Rates will be from \$1,200 per suite per night. Ms Moore also represents Te Kaikoura Lodge, Kaikoura, which opens on October 1. This will have 18 studio units and four double suites. Rates are to be \$120 a night per unit. Details: 03-3370904, 027 254 2709, fax 03-3370913 or jo@real-world.co.nz.

Industry upset at DoC’s Milford proposals

OPERATORS are deeply concerned at DoC proposals for Milford Sound, which TIANZ CEO Fiona Luhrs says are not based on enough research or consideration of tourism businesses operating there. She says tourism and conservation must work together to resolve differences.

She tells *IT*: “As tourism grows, the public space available for commercial activity is going to become more sought after. The department already limits activities on conservation lands through the use of a tender process to allocate commercial opportunities in areas such as boating, caving and heli-skiing.”

TIANZ has developed “useful relationships” with DoC and is able to advise the department on how changes in the concessions tender process might impact on operators as the system evolves to cope with increased pressure. “TIANZ advocates for a tender process that is equitable and recognises business investment and track record.” Adds Ms Luhrs: “In essence TIANZ is working with DoC to make sure national parks and conservation lands are protected and at the same time there is maximum opportunity for sustainable businesses to operate in and around these areas.”

Home owners unite
QUEENSTOWN and Wanaka house owners have set up a committee to talk to Queenstown Lakes District Council about its district plan rule requiring homes rented to holidaymakers to have a resource consent.



New Zealand domestic fares now able to be held in credit if cancelled the day prior to flight departure

\$50 change fees will still apply

ADVERT

Stand for conservation boards, TIANZ urges

TIANZ is calling on its members to put forward their names and/or those of colleagues to fill 56 vacancies on New Zealand's 14 regional conservation boards.

"This is an excellent opportunity for members to get involved with the decisions being made that affect tourism activities in national parks and other DoC lands."

Members may have knowledge of nature conservation, natural earth and marine sciences, cultural heritage, recreation, tourism, the local community and Maori perspectives. Details: www.conservationboards.org.nz or Gavin Rodley on 04-4713289.

DoC "sorry" for pursuing operator

DOC has admitted it was wrong in pursuing a year-long case against New Plymouth tourist operator Dave Chadfield, who owns Chaddy's Charters. The department has scrapped plans to enforce a passenger levy on his business.

The backdown followed a lengthy dispute which arose after Mr Chadfield refused to pay a 50c levy on every passenger.

DoC spokesman Bill Carlin says the six charges against Mr Chadfield have been withdrawn because of legal ambiguities in the marine mammal-watching permit it issued.

"Although it was arguable if the ambiguities authorised Mr Chadfield's commercial guiding activities under the Conservation Act, it was of sufficient concern for the department to withdraw its case," he adds.

Mr Carlin says the list of activities Mr Chadfield stated he would undertake when he applied for his permit should not have been part of the application. Adds Mr Carlin: "I regret that a mistake was made and that this may have caused some confusion for Mr Chadfield. We would certainly be glad to shake hands with him as he has asked."

No direct implications to Kyoto, says Longley

THERE will be no direct implications for tourism from the implementation of the Kyoto protocol - in the short term, according to New Zealand Climate Change Office's Brett Longley.

He writes in TNZ's latest *Tourism News* that the protocol, just introduced, is an agreement between governments, not an agreement that directly affects businesses. The effects will not begin until the policies around the protocol have been developed and a potential carbon emissions charge is introduced post-2007.

Government is looking at policies to help SMEs to adjust to the charge and further work is being undertaken to look at what is needed to help businesses adversely affected by the change - particularly in regards to international competitiveness.

Decline in visitor numbers to Abel Tasman park

DOC Motueka area manager Colin Wishart says he's unsure why there has been a decline in the number of visitors to Abel Tasman National Park - but believes poor weather could have been a factor.

Comments in the latest *Lonely Planet* guidebook advising people not to go during peak times, as the track is too crowded, may also have kept people away.

But the quieter season has not resulted in any drop in income for DoC. In October, it increased the nightly cost from \$14 to \$25 for huts, and from \$7 to \$10 a night for campsites. Preliminary figures indicate income increased 47 percent to \$95,680. Mr Wishart says the number of overnight visitors to the park peaked in 2000. It has been on a gradual decrease ever since.

Big interest in Pacific tourism investment

MORE than 325 investors and financial institution representatives from Europe, Australia, the US, Asia and New Zealand attended the Profit In The Pacific Tourism Investment Conference in Fiji. It was described as "a seminal milestone on the road to fostering growth in Pacific tourism."

A Danish investor signed letters of intent to develop opportunities for increased inter-island air traffic, while a Spanish hotel chain said the conference provided an opportunity to study the market "to include the Pacific in our long term development plans."

And a representative of a German company said that he has identified projects that fitted into his company's strategy for the region. Details: www.PROFITpacific.com.

"Downtown" island to be restored

MOTUIHE Island in the Hauraki Gulf is to be replanted and restored over the next 10 years as a sanctuary for native wildlife, according to Conservation Minister Chris Carter. He says it's one of the region's most popular, accessible and picturesque islands.

"Aucklanders have seen the success of Tiritiri Matangi as a conservation island; Motuihe promises to be a downtown version," he adds.

Improvements suggested

BETTER signs and higher quality budget accommodation are what walkers on the Queen Charlotte Track want most.

That is, according to a year long survey by Blenheim researcher Peter Sutton. Some 2,000 trampers, or six percent of track users, responded.

Otherwise, he adds, a universally high level of satisfaction was expressed.

Kirkland slams “Clayton’s revamp” for Taupo tourism

WHY has Taupo’s promised tourism revamp been a major flop, wonders Taupo Hot Springs and Spa MD Barry Kirkland. “It’s because a real revamp never occurred. It was a Clayton’s revamp, lip service paid to an ever growing problem, which is resulting in Taupo slipping behind its major tourism competitors, classic examples being our neighbours Bay of Plenty and Hawke’s Bay.”

Mr Kirkland says no one has been employed to replace Destination Lake Taupo CEO Paul Yeo - who is now Destination Marlborough CEO. After someone was selected they failed to take up the appointment. “I believe that since then a ‘shoulder tapping’ exercise seems to have been conducted. That now raises serious questions as to the qualifications, the publicly transparent process and the agenda of the designated ‘shoulder tapper’.”

He’s concerned that a development rate, paid on top of other rates, is being used to fund offices of the unelected Lake Taupo Development Company and the rest goes to an RTO “that is becoming less effective and less transparent by the day.”

Former Taupo marketing manager Jim Little, now CEO of Tourism Bay of Plenty, is rightly shouting about the success he has been having in his new region. “And it’s more than just hype,” Mr Kirkland adds. “BoP is recognised as a destination in its own right.”

Sydney Airport said to be eyeing AIAL

SYDNEY Airport is reportedly ready to launch a multi-billion-dollar takeover bid for Auckland International Airport (AIAL). The latter is 12.76 percent owned by Auckland City Council and 9.56 percent by Manukau City Council. But any buy-in by Sydney could be too expensive says Macquarie Equities.

Most have excellent experience in NZ - new CEO

NEW MANZ CEO Michael Baines has spent the last three years working at the Heretaunga Campus that was the CIT, establishing a tertiary education provider for those with English as a second language.

Prior to that he was the CEO of the Upper Hutt Development Agency for six years, and a Whitcoulls group manager for two years. He also spent nine years with the Retail and Wholesale Merchants Association (now the Retailers Association).

Mr Baines notes that most of the issues facing the industry are similar to small and medium size businesses everywhere: finding the time to do the basics, compliance with the local and national regulatory environment and the struggle to get information and support. “It is a big industry - in excess of \$1,100 million - with a lot of owner operators. Communication, support, education and representation will be factors in the ongoing success of the industry.” He describes MANZ as a strong organisation that has been well stewarded over the last few years.

Mr Baines says he has stayed in a range of accommodation types. And his general experience has been “very pleasant, (with) the people I have met, in the communities they operate, has been immensely satisfying. I’m confident that most people have had excellent experiences in the New Zealand accommodation sector.”

German ordered to pay \$12,000 after death crash

A German tourist who killed a mother and injured two other people in a crash near Thames on December 29 has been ordered to pay \$12,000 to the victims’ families. Torsten Schwartz had been in New Zealand three days when his rental vehicle crossed onto the wrong side the road and hit an oncoming car.

Sounds lodge has plenty of potential

i-SITE emails

FROM today (Friday), all i-SITES can be contacted nationwide by email in the format nameofcentre@i-SITE.org.

On the move...

AFTER 15 years with TNZ - currently as industry communications manager - Dawn Muir is to become specialist facilitator at the New Zealand Maori Tourism Council. She starts on March 22.

CEO Johnny Edmunds says the role has been created as an outcome of its strategic plan that placed emphasis on the need for the development of Maori tourism based on mutually beneficial partnerships.

“Dawn is absolutely the type of person we see as having the focus, networks and skills to assist in this regard.” At TNZ she has been responsible for the development of the regional seminar programme, and instrumental in improving the communication between TNZ and the Maori tourism sector.

YHA New Zealand’s Jon Lester has been appointed to the new position of account manager, taking responsibility for relationships with partners here and overseas.

GWEN Camaret has been promoted to sales executive with the Stamford Auckland, helping inbound sales director David Caldwell.

THE five-bedroom Hunters Lodge, Whatamango Bay, Marlborough Sounds, is for sale. Asking price is \$1.4 million.

Lex Chapman, of marketing agent Bayleys Realty Group, says the property can sleep 18. It is being offered for sale fully furnished.

“Hunters Lodge is in a very secluded spot, although the sealed road runs up to the gate. There’s a native reserve on one side and the property runs down to a small pebble beach, where you can launch a boat. It also has a shared jetty and a pontoon which makes it easy to moor a boat on any tide.”

There is continuing strong demand for waterfront properties in the Sounds and there are few available as secluded and private as this one, yet accessible both by sealed road and sea, and so close to Picton, he adds.

“There are lots of options for the property, from using it as a private retreat or developing it further as tourist accommodation.”

Details: 03-3130219 or 027-4331552.

Tours to Buried Village

ROTORUA’S Buried Village now offers morning and

afternoon personalised tours. The morning tour costs \$55 and includes a café or picnic lunch in the park. The afternoon tour is \$35 and includes a hot or cold drink and a swim in the Blue Lake. The tour bus is a small van with seating for nine. Details: 07-362 8287.

Landmark church for sale

HAWKE’S Bay’s historic St Mary’s of Meeanee church and presbytery is for sale along with the 6.3 hectare site, which includes 4.75 hectares of sauvignon blanc grapes. The turn of the century church is a landmark and something of an icon in Hawkes Bay history, says Glyn Rees Jones, of marketing agent Bayleys Realty Group. The property lends itself to many uses from a lodge or bed and breakfast facility and boutique winery to a function centre for small conferences and meetings or even weddings, using the church. There are also plans to turn the church into a café. Tenders close on March 4. Details: 06-8344080 or 0274-963020.

HAPNZ’s line-up of speakers announced

TOURISM Minister Mark Burton, Rotorua mayor

Creativity with Strategic Vision

Sales & Marketing Manager

Rotorua Based

Rainbow Springs Ltd, incorporating Rainbow Springs Nature Park, Kiwi Encounter and a major retailing complex, is an icon in the New Zealand tourism industry. The company forms a part of the wider Shotover Jet Group, with a total commitment to the development of the tourist industry in this country.

We are looking for an outstanding individual who can make things happen. This role is about developing sales through the various industry channels and continuing to strengthen the Rainbow Springs Nature Park and Kiwi Encounter brands. You will have superior relationship management skills and a sound knowledge of the tourism industry. Ideally you will already have established relationships from your previous roles.

A tertiary qualification is desirable, however consideration will be given to experienced candidates.

We offer career opportunities, an enviable place to work and a great team environment.

A very competitive remuneration package will be offered to the successful candidate.

If you are interested in being a part of the Shotover Jet Group, one of New Zealand’s premier tourism groups then please post or email your resume in strict confidence to; Stewart Brown, General Manager, Rainbow Springs Ltd, P O Box 25, Rotorua. Email: stewart.brown@rainbowsprings.co.nz. A job description is available.

www.rainbowsprings.co.nz • www.kiwiencounter.co.nz

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Kevin Winters and business management speaker and author Dr Ian Brooks will address the HAPNZ annual conference at Park Heritage Hotel Rotorua from July 26-29. Others include AA Tourism's Annabel Lush, Maori entrepreneur Mike Tamaki, TIANZ CEO Fiona Luhrs and Customer First's Graham Russell.

The trade exhibition is continuing to grow with only seven stands left to sell. The AA Tourism Awards dinner is on the Wednesday night.

* To date, more than 100 have registered for the event.

Hotel and catering managerial awards

TO know more about the New Zealand Young Hotel and/or Catering Manager of the Year Award please contact: Anthony Brien on 03-3253838 or briena@lincoln.ac.nz

Professional development funds of \$1000 are available, as is a year's complementary membership to the Hotel and Catering International Management Association (HCIMA), free magazines and free registration for the

TIANZ and HANZ annual conferences. There is also an overall professional development prize valued at more than \$3000.

Applicants must be under 35 at May 30. Applications close on March 31.

Quote, unquote

"INSIDE Tourism keeps our fingers on the pulse of

New Zealand's largest industry. It is one of our best means of staying in touch with the industry and how change may impact on or enhance conservation. *IT* is also one of our prime means by which we can communicate quickly and easily to our concessionaires, marine mammal tourism operators and with the broader tourism industry." - *DoC manager concessions and tourism Andy Thompson.*

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Edgewater Resort is an idyllic Resort offering fine comfort and style to our guests whilst boasting a unique lakeside location. We are the largest Hotel in town and are proud to be part of Lake Wanaka's rapid development and growth and have a commitment to being the employer of choice.

We are looking for an experienced financial person to join our management team. While the role does involve the overview of financial systems and the preparation of monthly management accounts, there is also close involvement, with the General Manager and Operations Manager, in the overall management of the Hotel and regular contact with and reporting to the Board of Directors and shareholders.

Areas of particular focus include the planning of on-going refurbishment and future capital development together with involvement in continuing development and maintenance of all computer hardware and software.

Due to the reasonably broad areas of responsibility, we are looking for the following skills:

- * Financial Accounting competence – a commerce degree or accounting qualification desirable.
- * Practical experience in budgeting and forecasting, preparation of monthly and annual accounts, and filing of all tax and statistical returns.
- * Confidence in providing basic support to other computer users. Ability to recognize more significant computer problems and liaise with external technicians to promptly resolve them.
- * Excellent interpersonal skills for dealing with staff, management, owners, customers and suppliers.

Please apply in writing or by e-mail to our Chairman:

Mr Michael Soutar
P O Box 13 923
Christchurch

michael@soutar.co.nz



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Dogs may have their spas - but reception may go!

INTERNATIONALLY, hotels are offering dog bowls, dog biscuits - even dog spas! And this trend is likely to continue, according to an industry round table discussion set up by the Center for Hospitality Research at Cornell University's School of Hotel Administration. Participants, who were there to discuss design trends in the hospitality industry, agreed the front desk may eventually be eliminated.

Wireless handheld technology is allowing kerbside or baggage claim check-in, and guests' credit cards may soon be used as guestroom keys.

Design will need to extend to the property's web presence to provide a seamless experience from booking to airport departure at the end of the stay.

Some high-end properties are already beginning the guests' physical interaction as soon as they arrive at the airport gate, a service that may become more common. There will be increased self-service, although, at luxury properties the emphasis is on the reverse.

These features and amenities may also change as guest needs change over the course of a day.

There will likely be reduced f and b offerings: the transformation of standard hotel restaurants into outsourced, even branded, foodservices will continue, with underused outlets being renovated into more profitable meeting space.

Although most spas limit access by minors, family spas or children-only facilities are gaining interest.

WiFi will soon be the norm. Properties without wireless internet service will be at a disadvantage.

Cellphone use will continue to erode revenues from hotel phones.

The group agreed that labour costs continue to climb, and will soon increase in traditionally inexpensive markets. Anything operators and designers can do to

automate or streamline service processes will be important.

There will be increased security. Room keys may become necessary to use the lift. There may be double peepholes in guestroom doors, and there will be even more security cameras.

In-room entertainment options will increase with more flat-screen TVs and alternative distribution channels for video and music.

When diesel gets into your blood...

WANAKA ConneXions now has a 53-seater Mercedes coach, taking the total number of vehicles available to 11.

Ex-Franz Josef business couple, Ralph and Lynne Fegan, started the company more than seven years ago with one six seater Hiace van doing two return trips a day to Queenstown. These have grown into six return trips a day as well as daily scheduled services to Dunedin, Christchurch and Invercargill. It was supposed to have been a semi retirement lifestyle business after more than 20 years in the hospitality industry.

Mr Fegan tells us: "This change has now evolved into a 24/7 operation that includes nights as well! The diesel fumes do get into your blood and you just can't help but keep on growing and changing to meet passenger requirements."

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DEVELOPERS DREAM - prime central Paihia location, 1733sqm, excellent redevelopment site, 7 spacious units, plus owners accom. Auction 9th March, Auckland. Nicki Kempthorne 0274 541175.

KAIKOURA - The Factory. Invest in this booming destination. Available pre-xmas for only \$980,000, with its waterfront location - it's an opportunity that shouldn't be missed. Call now for your DVD or Information Pack. Lloyd Budd 027 232 3439.

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