

# Hotel SA

The Official Publication of THE AUSTRALIAN HOTELS ASSOCIATION (SA branch) April / May 2015



2KW.

## Behind the scenes at 2KW

Arab Steed stays the course

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# From the President

Peter Hurley – AHA|SA President



## A right Royal rip off

The huge volume of patrons that were attracted to the Royal Croquet Club (RCC) before, during and after the Fringe caused enormous grief for many Members.

While this temporary facility in Victoria Square impacted the greater metropolitan area, the impact was felt particularly savagely in the city and near-city venues, and by the “in vogue venues”, as the RCC became.

Many hotels and bars saw only a small percentage of the patrons they normally cater for – and this went on week after week after week.

There are two critical aspects to this issue:

After spending some \$24 million on its redevelopment, why would the Adelaide City Council rent out this premium public space for a peppercorn rent? Many of our bricks and mortar Members would pay more in land tax, council rates and the Emergency Services Levy than the RCC paid.

The size of the venue, the hours and the extended length of their limited licence beggar belief. While the Garden of Unearthly Delights is an artistic precinct with a liquor licence ancillary to the arts events, the RCC is the opposite. The arts were ancillary to what was simply Adelaide's biggest boozier.

**“After spending some \$24 million on its redevelopment, why would the Adelaide City Council rent out this premium public space for a peppercorn rent?”**



*Some people will “hear no evil” when it comes to major events, yet the interests of all businesses – and an equal application of licensing laws - needs to be paramount when making decisions.*

Wherever the RCC pops up next, the AHA could make a good case to the Consumer and Business Services (CBS) that the availability of liquor should be ancillary to the staging of the associated event.

The hours, the length of tenure and the crowd capacity should reflect the fact that these venues are meant to be “ancillary” to the principal fringe purpose.

I have also written about the closure of HGT, refer to page 45.



**John Giannitto**  
Giannitto Family Hotels

## Hotelier's Advice on...

**You realise your food costs are too high. What areas would you look at first?**

Food costs too high means to me that the target Gross Profit percentage isn't being achieved. Gross Profit is Sales Price minus Cost of Goods sold is Gross Profit \$'s and that can be reflected as a percentage.

ie Plate of Food sales	\$18.00
less COGS	\$ 7.00
Gross Profit	\$11.00 or 61%

First things I would look at are the prices being paid to suppliers for the food items being purchased. In all times but particularly these tough times you need to compare prices being charged by suppliers. You will be surprised that a call to your suppliers questioning their prices compared to a competitor will result in some savings and or complimentary stock that will help with decreasing your food costs. Also look at the sale price of your finished items. You should

constantly review the selling price of your menu as business costs are always changing and usually going up but our menus pricing stays the same as we are worried about losing customers.

Other areas to look at are food wastage, having accurate stock takes to detect incorrect counts, pilfering, unused stock in dry stores or freezers that should be used as they are paid for.

**How important is portion control and what advice can you offer?**

Portion Control from a cost perspective is important however if

the diner isn't getting value for money they will not return. You need to know your market and provide the best quality that they are prepared to pay for. No point putting out smaller sized well costed meals if the customer perceives that it is overpriced and hence no value. Better quality cuts or ingredients need to be priced accordingly to get the correct margin. Have a balance of different priced/ margin meals on the menu so overall you get the correct margin.

**How involved are you in food purchasing decisions?**

Not that involved; I leave it to the experienced chefs to do this.

**What is the last area you would cut back on and why?**

Its easier said than done but service and quality of service. The first temptation is to reduce wages as they are an obvious standout when things are tough. It is more important to have the "right" staff rather than the quantity. Make sure that you have experienced and well trained staff and then you will probably need less of them.

**Any other comments or advice?**

There is no one area to concentrate on as there are many facets to running a profitable establishment. These are ever changing and naturally the area that you focus on will improve however at the expense of other areas that are neglected. You need to be across or have good staff across, all facets of the business and take a hands on role in constantly communicating with them as to how things are travelling.



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The *HIGH*  
Achiever

By Patrick Keam



**U**nlike any Adelaide bar before it, Adelaide's newest and most talked about rooftop bar is "ticking all the boxes" for sophisticated entertainment in the city.

The latest venture by Martin Palmer of Palmer Hospitality, 2KW Bar & Restaurant is the first entertainment venue to sit atop a State Heritage-listed building. One local media outlet described it as an "instant celebrity" with "clever, clever design that fits so much into so little space while channelling cool, Californian style ... for Adelaide at least, 2KW is a game-changer."

Situated 30 metres above street level on top of the original Bank of New South Wales building at 2 King William Street, the restaurant and bar is clearly out to set new standards.

"I've been to lots of similar rooftop bars in various parts of the world and it's something that was missing here," says Martin.

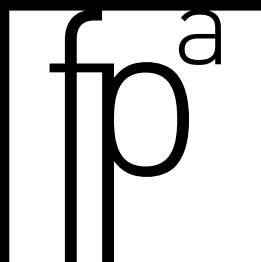
"Hospitality in Adelaide and the outdoors environment are a perfect match and along with the view, it makes for a pretty good spot."

"Pretty good" is an understatement.

Panoramic views spanning from the coast to the hills, across North Adelaide and down King William Street make it the most visually spectacular venue in the city.

However as good as the view is, the rest of 2KW matches it in visual appeal, resulting in a location that is a triumph in both architecture and design.

Five unique areas is the outcome of this collaboration which was quietly being created upstairs whilst the attention was focussed downstairs on Jamie's Italian, owned by international celebrity chef Jamie Oliver.



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Simon Adami, who has been part of the Palmer Group for almost 10 years and is now General Manager of 2KW, has also been a big part of the project.

Additionally, Adelaide company Cook Building and Development were integral in getting the venue up and running, heading up the construction of both the rooftop bar and upgrading the building below.

“Mark Folland from Folland Panozzo, who’s done a lot of work for me before, headed up the architecture and design,” Palmer says. “Claire Kneebone is an interior designer and she worked with my wife Ali and I on the styling, look and the feel.”

“We thought opening early January would be ideal. The city hadn’t really gone back to work yet and we thought it would be pretty quiet but it just took off straight away. It’s definitely been busier in the first few weeks that we anticipated.”

The aim at 2KW was for each of the five areas to have a unique and distinctive feel to them and after taking two elevators, eight floors up you step into a setting which exudes elegance, style and simplicity.

## The Garden

Slightly removed from the rest of 2KW is The Garden which provides a space which is ideal for multiple types of functions. Additionally, the view south down King William Street towards Town Hall and Victoria Square is one you will be hard pressed to find elsewhere.

## The Loggia Bar

Described as 2KW’s “striking first impression”, The Loggia Bar does just that as it introduces you to the elegant yet simple styling that is the venue’s hallmark. As far as bars go, it provides the perfect blend of class and comfort.

## The Cabanas

Running parallel to King William Street are LA-inspired The Cabanas, capable of suiting 10 and offer a more intimate area of the venue.





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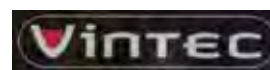
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## The Terrace

Undoubtedly the most remarkable feature of the establishment is The Terrace. Along with its breathtaking view, this area encapsulates what an outdoor area should be. Spotted gum decking holds everything up with ample seating and standing space topped off with a bar that suits the space perfectly.

## The Restaurant

Sitting at the heart of the venue is The Restaurant with its main theme of great food and serious booze. This is where the impressive menu and exciting wine list really come to the fore. Overall the team behind 2KW have taken a good space and made it great through smart styling, use of natural and artificial light and a design that is all-round class.

When it came to creating a menu and kitchen staff to compliment the venue they were in, Palmer didn't have to look far to find what he wanted.



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"I've got two guys here that have worked for us for a long time, Nick Finn and Dan Lawrence," he says.

"Nick headed up the kitchen at the Highway for quite a few years and Dan was at the Belair. They're both here and doing a great job.

"We're leaving the Italian to Jamie and doing contemporary food that is designed to share, with a big emphasis on local product and sharing."

An impressive menu has been assembled with pink snapper sashimi, Jospier roasted spatchcock and 40-day aged 500gm 100% Hereford rib eye some of the more eye-catching items on offer.

However the pièce de résistance in the menu is undoubtedly the signature dish, a chilled crayfish indulgence which requires 24-hour notice to ensure freshness.

But what is all this fantastic food good for without similar excellence in wine?

This is where 2KW also sets high standards and the beverage offering pairs local and international, old favourites and new tastes, along with some interesting, fresh ideas.

At the centre of this is 'Barrel Thieves'.

"Barrel Thieves is a unique, premium wine delivery service," says Palmer.

"Partnering with great local wine makers has allowed us access to special batches of wine made exclusively for 2KW. It's almost as if we have stolen them, hence the name Barrel Thieves."

In addition to this concept Palmer, along with sommelier James Parhan, compiled a wine list that pairs the best local offerings against the international benchmarks of the same variety.

But if wine is not your thing, flicking over to the cocktail list would be a wise choice.

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Or 'The North Easter':

"Our rum punch, this is the drink that will take you straight on the road to paradise."

With all the high quality, high-class offerings at the bar you may think 2KW is getting a bit ahead of itself.

Think again. Not many bars in the world would you find a 2009 Domaine Prieure Roch 1 Er Cru Nuits Saint Georges alongside a longneck of West End Draught.

It seems that 2KW seems to have struck the right balance and now, a few months in, the venue is certainly beginning to make its mark in Adelaide.

However it wasn't all smooth sailing from the start.

Taking on a project in a building that had been basically dormant in recent times was a challenge in itself, nonetheless constructing a restaurant and bar eight floors above street level.

Throw in some objections from the neighbouring Adelaide Club over trading hours, sound and other conditions and you have some difficult problems to overcome.

However thanks to JBN Sound Ceiling, the venue's music can be played at an enjoyable level for those inside whilst not disturbing those outside.

With 378 speakers directly under the decking of the rooftop area, the "Sound Floor" contains the sound within the boundaries of 2KW and was a major step in getting the final sign off for the venue.

With that behind them Palmer is looking into the future for the venue, not that it doesn't come with its own problems either.

"We've been taken by surprise by the level of communication that's been requested," he said.

"The email, website and phone traffic are much heavier than we anticipated and by our own admission we've probably struggled to keep up with that.

"We're having to make adjustments and buy more technology to help us through that. It's probably been embraced a bit quicker than we thought which has probably been the biggest issue and as far as problems go it's a nice one to have."

And coming into winter, the cold season will bring with it some issues of its own for the weather vulnerable venue, but the successful hotelier does not seem to be phased by the possible effects of the colder months.

"We've got some surprises planned for winter."

Perhaps we leave the last word to one of Adelaide's most respected food and wine critics, Simon Wilkinson: "Yes, 2KW is one impressive piece of architecture. But it's one thing to pull a crowd, another to keep them happy. We'll see other rooftop operators, for sure, but I doubt many, if any, will do it this well."



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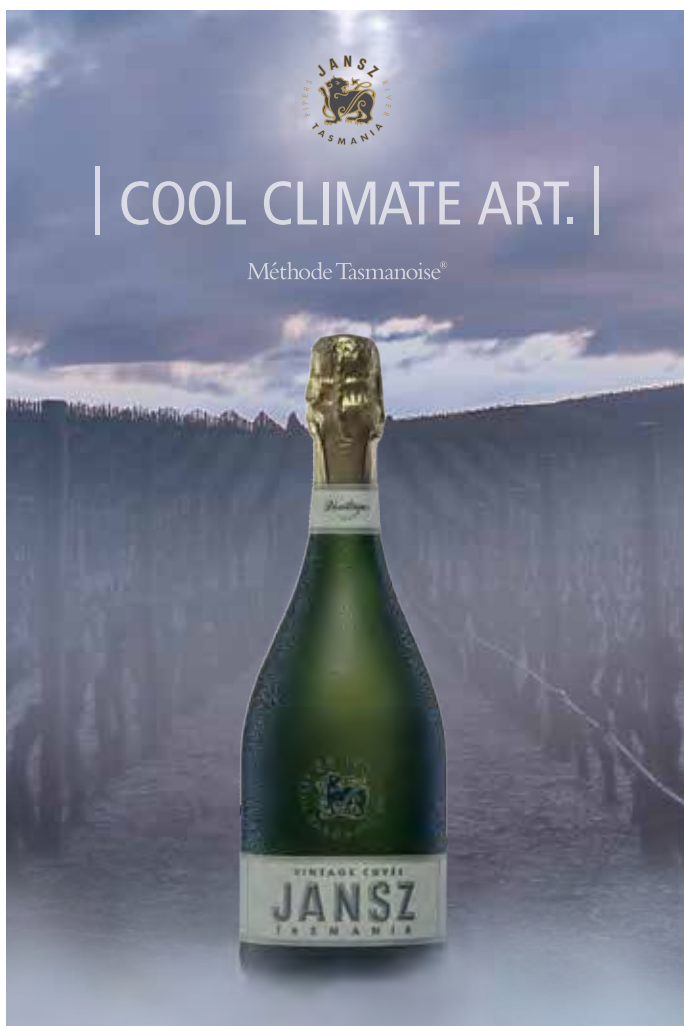
Congratulations to Martin Palmer and all of the team at 2KW on the opening of this extraordinary and exciting new venue.

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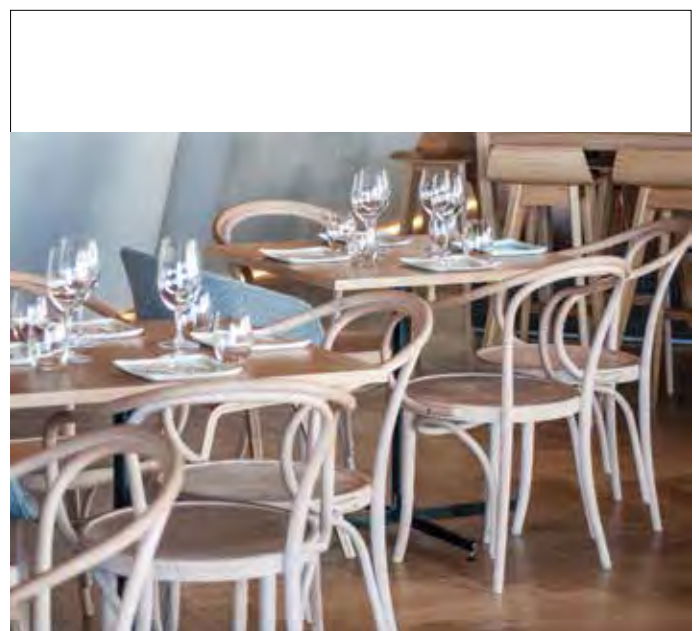
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# Robe's aplenty at the Adelaide Cup!

First of all it is good to be back on deck with the Bush Telegraph again in 2015. Gee plenty has been happening in S.A. in recent months with the Tour Down Under, Clipsal, Fringe festival and the Adelaide Cup since Christmas in the city, along with the Kangaroo Island and Port Lincoln Cups in the country areas.

I recently attended the Adelaide Cup at Morphettville and was attached to the Fashion and Fillies luncheon pavilion about 200 metres from the finishing post. I am not really sure how I fitted into that environment (age factor), but it was a great day had by all. I was sure if one of the models got the hiccups, the pricy garments would have slid off and landed on the stage! The fashions though were impressive and aplenty and the parades continued at regular intervals. The three course meal was delivered with precision by the staff. Talking about precision, the placement of food articles on the dinner plates, was identical and strategic. I thought a nice touch was the lightning streaking on the plate of what appeared coloured water paint with a one inch brush as a base for the tender fillet steak main course, accompanied by I think sour sob shoots, along with a dusting of fine lawn clippings, was lauded by all for attractiveness. I always wanted to branch out in journalism to the food section. Ha Ha!

Apart from the beautifully attired young ladies in the room, it must be said the blokes tubbed up admirably as well. I ran into that good looking young rooster, Luke Hann, for over five years manager of the popular seaside Robe Hotel in the South East, enjoying the day with his co-hospitality mates from Robe. Luke, who with his partner Kimberley, are expecting their first child in June, was with his mates, and certainly in enjoyment mode. The son of well known hoteliers Colin (Horror) and Deb Hann, he following in the footsteps of his parents. Horror and Deb of course, owned and

ran the famous Clare "Middle Pub" for 22 years, and in that time Colin was on the Clare racing committee for 18 years and Chairman for 10 years.

The Robe Hotel est. 1847, is the major meeting place for holidaymakers, tourists and the "grey nomads" who visit in their droves. Robe, an historic town, the beginning of the Great Ocean Road, has many plaques on old buildings explaining their history, a great fishing reputation (including crayfish), along with great beaches, of which the famous long beach is in close proximity to the pub. Nice to catch up with you, Luke, at the Cup and good luck to you and Kimberley on the impending birth. By the way, who won the Cup?

## The Port Lincoln "Paella" cup

The annual Port Lincoln cup has been and gone, and another great day was enjoyed by all those who attended. Once again the place to be was the Port Lincoln Hotel marquee with Roo and co – along with Peter and Jenny Hurley – and the local managers hosting. The highlight was the huge Seafood Paella dish produced by Hotel Chef Dave Pedro, appropriately named "Pedro's Seafood Paella".

The guests were full of admiration of the sheer size and quality of "Pedro's Paella" and when the word was given to consume, disappeared from view very quickly. Sam McInnes (General Manager) for the Hurley group, reports also that very early the following day, he and his poor punting mates (not much Paella from the local bookies I hear!) who all stayed at the Port Lincoln Hotel went on a fishing charter out from Coffin Bay. Now that is courage when you feel a trifle seedy! The group proved to be better fishermen than punters, as they all caught a large bluefin tuna. Mandatory photos were taken and Sam, glowing in excitement, promptly (and as it turned out too promptly) consumed some liquid refreshments which by all accounts were

just as quickly dispatched into the ocean! They all had a good laugh calling it a Cup Day Virus etc at Sam's expense, but the fishing expedition capped off a couple of great days in the popular tourist town.



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# Industry champion honoured

Congratulations to Bill Spurr who was the recipient of an Officer of the Order of Australia (AO) in the Australia Day honours list this year.

A former General Manager of the AHA|SA, Bill has extensive experience in the tourism and hospitality industries. He was Chief Executive of the South Australian Tourism Commission from 1999-2007, is a former General Manager of Australian Major Events group and continues to work tirelessly on a range of boards and for charity.

Bill was recognised for his distinguished service to tourism, to education, particularly through international marketing, to the arts and sport as an administrator of institutions and events, and to the community of South Australia.



Bill Spurr.

## An event not to be missed

Following three years of success, the Chip in for Calvary Golf Day is set to reach new heights in 2015 and will be held at the Grange Golf Club on Friday 23 October.

This is a premium golf day for a very worthy cause.

Hospitality includes breakfast, food on course and sit down lunch in the clubroom with wine, beer and soft drinks all day. The lunch has been one to remember, with MC Chris Dittmar and a variety of comedians keeping the laughter rolling.

Players receive 18 holes of golf with cart. This high end event will rate as one of the special Corporate Golf Days of the year and will be organised to ensure that all players have a great experience with first class hospitality, while raising valuable funds, and of course the desire to come back next year!

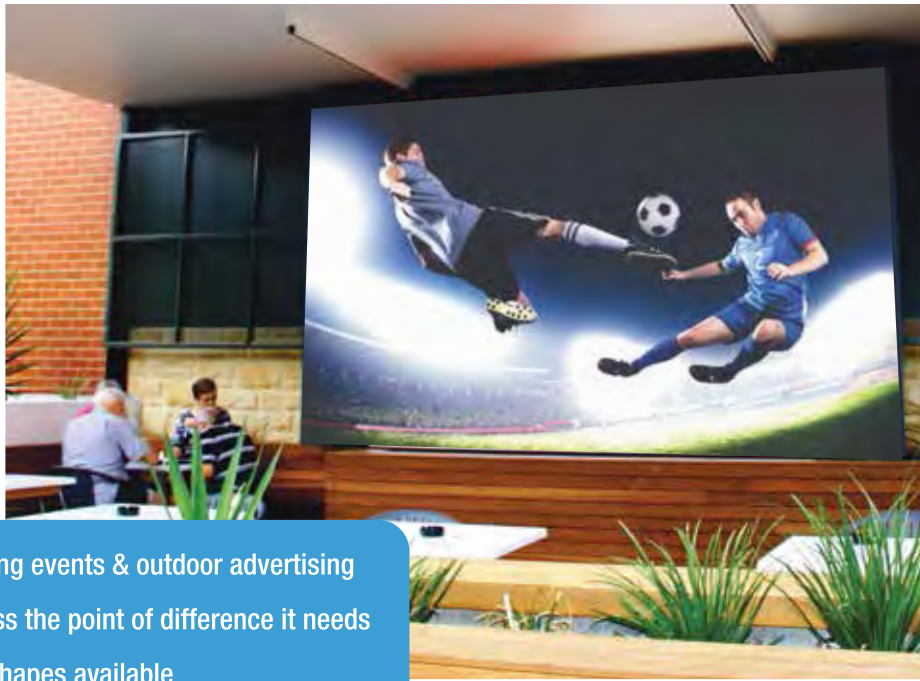
On that note, Coopers, CUB and Lion are back as joint major sponsors for the event. Based at Calvary North Adelaide Hospital, the Mary Potter Hospice is renowned for specialised care and support given to

hundreds of South Australian families every year at one of life's most challenging times. The Mary Potter Hospice team play a very special role in the lives of people with a life limiting illness – giving the very best in medical care and delivering beautiful support programs to patients and their families to make everyone feel valued when it is truly needed the most.

Expressions of interest are welcome. If you are interested in being involved, contact Antonia at the Foundation on 8239 0119 or email [antonia@marypotter.org.au](mailto:antonia@marypotter.org.au)

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# Women in Hotels

Over 100 women in hotels and corporate sponsors attended the informal networking event held at 2KW Restaurant & Bar on Tuesday 17 March.

Guests enjoyed the amazing views from the terrace whilst tasting samples off the small bites menu along with a variety of beverages.

There was also a few door prizes on offer! Thanks to the Palmer Group for hosting our successful event.



## NEXT EVENT

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- Studio Nine 8132 3999
- ABEO Design 8357 8564

## ATMs

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

## Audio Visual

- Big Screen Video 1700 244 727
- Harvey Norman Commercial 8150 8000
- Nightlife Music Video 1800 679 748
- Novatech Creative Event Technology 8352 0300
- Powermove 8338 5440

## Background Music

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

## Banking

- Bank SA 8424 5536
- Commonwealth 8206 4035

## Beer Dispense Equipment

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

## Beverage Gases

- BOC Limited 8300 5662

## Beverages

- Accolade Wines 8392 2238
- Amphora Wine Group 8331 8459
- Angove Family Winemakers 8397 7100
- 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 (Aust) Pty Ltd 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
- Pernod Ricard Australia 8208 2400
- Red Bull 0412 501 028
- Samuel Smith & Son 8112 4200
- Treasury Wine Estates 8301 5400
- Vale Brewing 1300 682 337

## Cash Handling Solutions

- Sprintquip 02 8708 5600

## Cabinet Makers

- John Reuther Cabinet Makers 8234 9600

## Cleaning Services

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

## Cleaning Supplies

- Cobalt Blue Australasia 8352 3881
- Jasol 0420 362 352

- Tork Professional Hygiene 1800 643 634

## Electrical

- Hill Equipment 8368 2305

## Energy

- Energy Action 8377 7133
- Trans Tasman Energy Group 1300 118 834

## First-Aid

- AlSCO 8346 1391

## Food Services

- Grinders Coffee 8416 9529
- Holco Fine Meat Suppliers 8162 8400
- International Oyster 0412 350 509
- Meat & Livestock Australia 8471 5800
- PFD Foodservice 8114 2300
- What's for Dinner? Ready to Eat, Ready to Cook 1800 346 637

## Furnishings

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

## Gaming Machine Services

- Ainsworth Game Technology 0413 728 766
- 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
- SA TAB 8354 7300

## Hotel Brokers

- McGees Property Hotel Brokers 8414 7800
- Steele & Associates Hotel Brokers 8232 1566
- Langfords Hotel Brokers 0410 605 224

## Hotel Management

- Brisbane 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

- Bidvest 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
- Bidvest Hospitality Supplies 8245 6200
- Hill Equipment 8368 2305
- Lancer Beverage Systems 8268 1388

- Stoddart Manufacturing & Food Service Equipment 0427 106 103

## Legal Services

- Clelands Lawyers 8177 5888
- Duncan Basheer Hannon 8216 3389
- Foreman Legal 8370 8500
- Murfett Legal 9388 3100
- Piper Alderman Lawyers 8205 3333
- Solomon Bampton Humble 8232 3300
- Wallmans Lawyers 8235 3000

## Media

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

## Music Licensing

- APRA Australasian Performing Right Association 8331 5800

## Onhold/Messaging

- Zoo Business Media 07 5587 7222

## Painting & Property Maintenance

- Higgins Coatings 8301 4600

## Payroll & HR Resources

- Wage Easy 1300 924 332

## Plastic Card Systems

- ABnote 8374 3677

## 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

## Security Systems and Personnel

- Burleigh Logistics Security 0412 797 341

## Sports & Entertainment Media

- Foxtel 1300 138 898
- Fox Sports 0499 660 023
- Sky Racing 02 9218 1755

## Staff Training & Recruitment

- Hospitality Group Training Inc 8100 1900
- Hospitality 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 8275 9700
- Gallagher Bassett 8394 4753

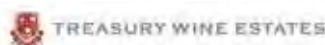
## Platinum

14/15



## Gold

14/15



## Silver

14/15

- ABEO Design
- Ainsworth Game Technology
- APRA AMCOS
- Aristocrat Technologies Australia
- Australian Liquor Marketers
- Big Screen Video
- BOC Limited
- Boylen
- Bytecraft Systems
- FAB Cleaning Services
- Foxtel/Fox Sports
- Global Gaming Industries
- IGT
- InDaily
- Independant Gaming Analysis
- James Richardson Corporation
- Konami Australia Pty Ltd
- Liquor Marketing Group – (Sip'n Save)
- Meat & Livestock Australia
- Moore Stephens Adelaide
- Murfett Legal
- Novatech Creative Event Technology
- Options Wine Merchants
- Samuel Smith & Son
- Sky Racing
- The Best Pub
- TJ's Cleaning Services
- What's for Dinner? Ready to Eat, Ready to Cook

## Bronze

14/15

- AlSCO
- Amphora Wine Group
- Andale Hotel Services
- Angove Family Winemakers
- BankSA
- Banktech
- Brown-Forman Australia
- Burleigh Logistics Security
- Cashcard
- Cobalt Blue Australasia
- Commonwealth Bank
- Concept Collections
- DC Payments
- Drinking Buddy
- Duncan Basheer Hannon
- Empire Liquor
- Energy Action
- Gallagher Bassett
- Grinders Coffee
- Higgins Coatings
- Hill Equipment
- Hospitality Industry Training
- International Oyster
- Jaquillard Minns
- Jasol
- Knight Frank
- Lancer Beverage Systems
- Langfords Hotel Brokers
- Macmont Gaming Supplies
- McGees Property Hotel Brokers
- Next Payments
- Nightlife Music Video
- Piper Alderman Lawyers
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- SA Lotteries
- Solomon Bampton Humble Lawyers
- Steele & Associates Hotel Brokers
- Stoddart Manufacturing & Food Service Equipment
- Studio Nine
- The Table & Chair Co
- Tork Professional Hygiene
- Trans Tasman Energy Group
- Vale Brewing
- Wage Easy
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- British American Tobacco Australia (Gold)

### INDUSTRY SUPPORTER

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Tim Boylen

Boylen +

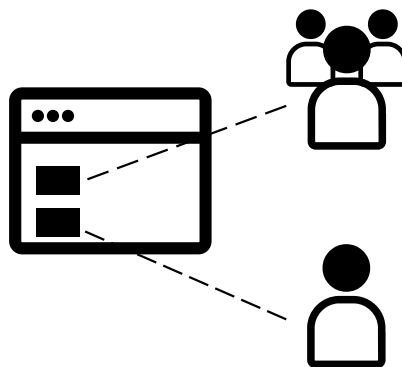
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1st

1st

2nd

1st

1st

1st

1st

3rd

1st

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It shows how one of our SEO clients is ranking for Google searches. Seven top rankings is a great result, yet a year ago they only had two. (Even two is better than most companies are achieving.)

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SAHMRI is South Australia's first independent, flagship health and medical research institute. SAHMRI collaborates with the State Government, SA's three major universities and CSIRO to provide resources to researchers across the state. Each have research teams in the building that are aligned closely with SAHMRI's research themes. SAHMRI also works closely with leading medical charities including the Cancer Council SA and the Heart Foundation.

Hotel Care provided funding to SAHMRI to purchase high performance computing equipment to break the 'bottleneck' between reading genetic data and interpreting the information. In turn the processed genetic data can be used to identify the most appropriate treatments, identify people at risk of certain diseases and establish general patterns of predisposition amongst the population. This powerful tool provides fast access across all SAHMRI research themes. The system is a key element of SAHMRI's long-term data storage strategy. Having the computer power for processing will enable SAHMRI to utilise cloud computing and enable it to harness the power of advanced information and communication technologies for research.



### MARY POTTER FOUNDATION

Hotel Care Community Projects recently supported Mary Potter Foundation by funding to install three ceiling hoists. The Mary Potter Hospice is a 16 bed unit meeting the needs of patients and their families in the final months, weeks and days of life. Many of the patients who go into the Hospice will have or will develop mobility issues as their illness progresses. Being able to get out of bed each day is important for a patient's psychological

wellbeing but is unfortunately not always possible without the aid of a ceiling hoist. In rooms where a ceiling hoist is not available it is often too risky for nurses to move patients, particularly those with no muscle control. The installation of ceiling hoists will result in patients not being confined to their beds while giving a secure and safe way of lifting for both the patient and nursing staff. They have six rooms which have ceiling hoists but their aim is to ensure every room in the Hospice has this vital piece of equipment installed.



## Welcome to our new Members

Hotel	Location
Electra House Hotel	Adelaide
2KW	Adelaide
Coopers Stadium	Hindmarsh
East End Cellars & Tasting Room	Adelaide
Rocks Tavern	Carpenter Rocks
Mannum Hotel	Mannum
Warooka Hotel	Warooka
Edinburgh Castle Hotel	Adelaide
La Buvette Drinkery	Adelaide

## Licensee Transfers January 2015

Hotel	Location	Date Granted	New Licensees
Lower Light Hotel	Lower light	20-1-2015	Time for 1 Pty Ltd

## Licensee Transfers February 2015

Hotel	Location	Date Granted	New Licensees
Clare Castle Hotel	Kapunda	5-2-2015	Catherine & Graham Coppen
O Hotel	North Adelaide	6-2-2015	Seven O Hotel Pty Ltd
Rising Sun Hotel	Lobethal	16-2-2015	DJ Hotel Enterprises Pty Ltd
Electra House Hotel	Adelaide	19-2-2015	Electra House Hotel Pty Ltd
Poochera Hotel	Poochera	23-2-2015	JKC Brown Enterprises Pty Ltd



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## Retirement beckons for liquor boss

After over three decades working at South Australia's largest independent liquor retailer SipnSave, General Manager Mike Shelley has announced his retirement from the Liquor Marketing Group (LMG).

Mike commenced his career in the liquor industry in 1983 as Marketing Services Officer when the company was owned by the Australian Hotels Association (SA) and in 2002 was appointed SipnSave General Manager.

Liquor Marketing Group Chief Executive Officer Doug Misener said Mike is to be congratulated for his long service and dedication to SipnSave where his contribution has helped steer the brand to success.

"SipnSave enjoys the highest market share of any independent retail liquor brand in the country, regularly posts outstanding brand equity scores and has an exceptionally loyal consumer following," Mr Misener said.

"We will miss Mike's incredible passion to the brand and its members, as well as his warm and unique sense of humour." LMG SA represents over 260 hotels and liquor stores in South Australia, the most dominant market share of any independent liquor group in Australia.

"It has certainly been an incredible journey as you accumulate a lot of fond memories over 33 years," Mike Shelley said.

"However, by far the best part is the contribution you can make to members' sales and profitability and SipnSave is unchallenged in the liquor industry for being responsive to member and market needs," Mike said.

"It has been exciting to work for a brand which has distinguished

itself in the SA marketplace for its innovative advertising and promotions, from planes displaying giant banners over Adelaide Oval in the early 1980's to staging high profile consumer promotions and more recently undertaking a complete signage upgrade at every outlet to include a new logo."

The latest advertising campaign by SipnSave 'That Was Close,' features 12 television commercials which reflect the constant evolution of the brand.

"We are always thinking outside the box to ensure SipnSave remains the most recognised and trusted name in the SA liquor industry.

"SipnSave is what it is today thanks to the strong leadership and initiative of the group's former Chairmen such as Peter Whallin, Fred Basheer, Peter Hurley and Peter Brien. Tony Hurley is currently at the helm of LMG SA and with an experienced board, there are certainly many exciting times ahead to enhance the brand even further."

Mike is looking forward to a busy retirement and plans to travel, pursue art and language studies and follow motorsports more closely.

"I won't be sitting at home wasting time that's for sure and you can guarantee I'll drop in to the various hotels to see the familiar families which have become like family over the years."

The Liquor Marketing Group's National Wine Category General Manager Simon Rowe has been appointed the new General Manager for LMG SA.

**For more information phone SipnSave on 08 8416 7575.**



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# Regional Presentations

The most recent AHA|SA Regional Meetings and Lunches were held as follows;

- 10 February Murray Mallee – Loxton Community Hotel
- 24 February Lower Mid Upper North East – Clare Community Club
- 4 March South East – Mount Gambier Hotel followed by the Publicans Race Day

Generally following the presentations we enjoy a wonderful lunch supplied by the host member, as was the case at the Loxton Community Club and the Clare Country Club. Not the case at the Mount Gambier lunch. Following the presentation the hoteliers and AHA|SA staff were joined by our sponsors for a day at the Publicans Race Day at the Mount Gambier Racing Club. It was a terrific day, splendid weather, determined betting by all, cold beer and wonderful company. A fantastic day was had by all who attended. Days like this provide a perfect opportunity for the sponsors to get to know the hoteliers in a relaxed way. Our thanks to the members, who supply their premises and provide lunch, and of course to those sponsors that support the days with beverage and products.



(Left) Bronwyn & Phil Carson – Commercial Hotel, Allan Bartlett – Cobalt Blue, Lorraine Engst – Gaming Care, Tracy Schulz – Loxton Community Club, Andrew Dodds – Samuel Smith & Son, Bruce Lindner – Options Wines and Lyle Montgomerie – Knight Frank Valuations.



Sandy Morrissey – Energy Action, Phil Reddy & Renske Rus Reddy – Overland Corner Hotel & Jarred Mortimer – Coca-Cola.



(Above) John Fisher – T T E G, Randell McClure – Renmark Hotel, Aaron McClement – Aristocrat Technologies, Michael Schuetze – Renmark Hotel, Leanne Fraser – Coopers Brewery, Wendy Bevan – AHA|SA, Shane Roberts – Berri Resort and Arthur Mitsiols – Sip N Save



David Griffiths – Higgins Coatings, Steve Jaensch – Remark Hotel, Kelly Assender – Ainsworth Gaming and Craig Hese – H & L Australia.



Hoteliers & Sponsors at the Lower, Mid Upper North East regional meeting & lunch at the Clare Country Club.



Bruce Gehling – Lion SA, Tony & Jo O'Donnell – Terminus Hotel, Trevor Hall – Holco and Steve Marks – Coca-Cola.



Andrew Tyson – Waikerie Hotel, Phil Caldwell – CUB, Jeremy Sweet – Renmark Country Club and Scott Vaughan – Hostplus.



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# A Laundry List Of Bathroom Renovation Issues

There are many reasons why hotels commit to renovating the bathrooms in their accommodation rooms.

- If you have a hotel in an older building, you may need to renovate because they are smaller than the ones people expect today.
- Other than the kitchen, it is the most likely area to degrade in an unhygienic manner.
- Bathrooms should be renovated routinely because they suffer considerable wear and tear that could be better described as “damaging traffic.”

The following is a list of remodelling issues you need to consider.

## The best surfaces for safety

We live in a highly litigious world where health and safety are paramount. Finding the right surfaces for safety that are also going to last a long time is difficult. Cheaper plastic surfaces may be easy to clean, but they are easier to break and may be unsafe under certain conditions, such as if a small film of moisture mould forms.

## Cleaning and aesthetics

Both are vitally important. You should consider how your fixtures and fittings may degrade and how it may make cleaning more difficult as well as how it will affect aesthetics.

## Drainage and water pressure

Even slight errors can cause massive problems and you need to be aware of them. Mistakes are often made when new items are added into bathrooms. For example, there are plenty of hotels that add a walk-in shower to their bathroom and have trouble with drainage in conjunction with the bathtub (creating a nasty smell). There are also plenty of hotels that have installed numerous fixtures into rooms, only to have their water pressure fluctuate.

## Environmental fittings should be a consideration

Customer experience should be at the forefront of your mind when renovating a room, but if you can fit in a few environmentally friendly elements then you can also help save money. Things such as eco showerheads to conserve water may save you thousands over the course of a few years.

## Guest comfort and expectations

People do not expect to visit a hotel in a listed and/or historical building and see an ultra-modern Japanese bathroom. People also expect a certain level of comfort when paying a certain amount of money. Investing more in the short term may help stop you losing customers in the long term.

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### Problems with old sewers

It may take more than just a plumber to advise and help you fix problems with old sewers. Even a preliminary check or survey is better than hoping for the best.

### Cost blowouts

You cannot plan for unexpected expenses, but you can have a contingency fund. You can also cut your losses and only renovate some of the bathrooms (so do not do them all at once), and you should have backup plans to enact if expensive problems arise.

### Do you need bathtubs or is a shower stall enough?

If you have a larger bathroom, then install a bath. Even if it is rarely used, it will help you meet consumer expectations, and even if you do not charge extra for it, you are giving extra value.



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**John Hardy**

**H&L Australia  
Director**

**When did you join your current employer?**

1987 when we created the company, began full time November 1990.

**Tell us about your company:**

Burt Admiraal and myself created H&L to build systems that make use of technology for hospitality management. Since way back then, technology has moved ahead at an ever increasing rate. H&L has worked to continue making use of these advancements for the industry, examples of this is how we use mobile and tablet devices and now the Internet for Online reporting. H&L was built on POS and inventory management, but in recent years we have introduced new areas of management, such as Workforce Management to forecast and control labour cost. We have just released our Table Booking program BookBook. This is unique in that all bookings including Phone and Online (via our Widget on the venues WEB site) are live in the venue and can be seen and updated from any POS. H&L can now provide the tools to increase the Operating Profit of our customers.

**What are your key responsibilities?**

I have been the technical part of the partnership, and have headed up the product development department. Recently I have taken a step back from the day to day operations and concentrating on new projects.

**How do you occupy your time outside of work?**

I live on the family vineyard at McLaren Vale which takes up a lot of my free time, but my favourite leisure activity is sailing, I have a 8.5mt Trimaran that I race.



The boat is trail-able so I get to sail in regattas in all parts of the country.

**What is something that most wouldn't know about you?**

My Grandfather on my mother's side, Tom Jordan, was a partner with the Leahy family in many of their hotels. This group had operated a number of Adelaide CBD Hotels and many country hotels throughout South Australia. He was the group accountant, and from what I hear he had very strict controls in place. My mother tells me he would very much approve of controls H&L systems provide.

**Where is your favourite holiday destination?**

Europe. I have had a short visit to Italy, France and Germany, but really want to return to see more and add places such as Spain and Portugal. Its all about food and wine.

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

Where do you start with this! I think to have some diversity I would choose a Sports person, politician and actor, so my invitations would be :

**James (Jimmy) Spithill:** The Australian sailor who has skippered Team USA to win the last 2 Americas Cup, and came back from being 8-1 down to win 9-7 in 2014.

**Nelson Mandela:** I just admire how he endured so much for so long, but not seek revenge when he came to power.

**Cate Blanchett:** A great actress who I get the impression has not let fame and fortune take over her life, and is a person true to herself.

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# My Pub: Arab Steed

By Patrick Keam

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In May this year Shayne and Jill White will notch up their 28th year at the helm of the Arab Steed.

Tucked away in the southeastern corner of the city, the Arab is a pub that has stood the test of time and it's owners put it down to knowing their place.

"You are what you are and we don't pretend to be anything we're not," says Jill.

'There is a place for what we are, which is a traditional, comfortable hotel.'

Although the establishment was built on strong foundations in 1849 when it first opened, the fundamental basis of their success has been their commitment to food and good service.

The Arab is one of the few pubs that has been able to achieve regular business without completely revolutionising their menu.

While it features favourites it is constantly being tweaked to keep to keep it fresh and up to date. It has been a long journey for the Whites from where they began.

"When we arrived in 1987 the Hotel was not doing any food, so there was only one way for it to go," says Jill.

"So we immediately introduced food. There wasn't even a commercial kitchen here."

"And they were the days when you had a very strong food trade due to lack of competition. There was only one cafe in Rundle St and Hutt St did not have any at all, so that's where the food trade really began and it was very good in the early days and still is."

"We've been known for consistent, good quality food over the years and that is what brings people in."

Despite being known as one of the city's favourite dining hotels, Jill is quick to reiterate that with good food must come good service.

"Service is our number one priority and it has been since the day we opened the doors," she says.

"You can have the best food in the world, the best renovation in the world, but if you do not have consistently good service, people will not come back."

While commitment to quality and service remain unchanged, the hotel itself has undergone regular updates beginning on their arrival in 1987.

**"You can have the best food in the world, the best renovation in the world, but if you do not have consistently good service, people will not come back."**





Recently they have done a major renovation of the bottle shop, Hutt St Cellars, which comes off the back of a sizeable overhaul of the hotel interior four years ago.

While big chains like Dan Murphy's, and BWS have dominated the market in recent years, the plan for Hutt St Cellars is to tap into a niche market.

"We sell a lot of wine here," says Shayne."

"So with our bottle shop we're really trying to be a point of difference. We're not a chain and our service in the bottle shop is of a high standard. Mark the manager has been with us for 13 years. Sean and Sam have also been with us for a long time. They have a wealth of knowledge between them."

Another point of difference which the Arab is famous for is their traditional and comfortable appeal, something Shayne believes sets them apart from other city hotels.

"Number one we are family owned and we are here. There aren't many places you can walk into anymore and see the publican, there's always a family member here," he says.

"Our attraction is we're a comfortable place that you can get a good feed and good service."

"The day may well come that a big change is needed but for now we don't feel the need to change a lot, we build and tweak as we go along and that's what works for us.

One issue they do face on a regular basis at their Hutt St location is parking.





With the street expanding over the years with new businesses and apartments buildings moving in, finding a place to park has become increasingly difficult. The impact of this is most felt in the bottle shop and gaming room where finding a park is a necessity for customers and it is easy for them to drive to the next pub if they cannot find one. Despite this, Jill and Shayne are optimistic about the future of their beloved hotel and are confident they have a loyal customer base. "We've identified that we need to market to customers who live in apartments nearby, says Jill." "Customers that do not mind walking or even riding their bike, rather than trying to attract people that have to find a car park." "Hutt St has taken a long time to mature, it has been quite slow, but in the last 5-10 years it has developed into a cosmopolitan street with a wonderful village atmosphere." "The residential move into the city is something that has changed as well and we are adapting to that."

**"Hutt St has taken a long time to mature, it has been quite slow, but in the last 5-10 years it has developed into a cosmopolitan street with a wonderful village atmosphere."**

# Nominations are now OPEN for the 2015 Hotel Industry Awards for Excellence

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- |   |  |
|---|--|
| <ol style="list-style-type: none"> <li>1. Mid-Range Hotel Accommodation *</li> <li>2. Apartment/Suite Accommodation*</li> <li>3. Superior Hotel Accommodation*</li> <li>4. Deluxe Hotel Accommodation *</li> <li>5. Bistro Casual Dining – Country</li> <li>6. Bistro Casual Dining – Metropolitan</li> <li>7. Restaurant – Accommodation Division</li> <li>8. Restaurant – General Division</li> <li>9. Bar Presentation &amp; Experience – Country</li> <li>10. Bar Presentation &amp; Experience – Metropolitan</li> <li>11. Outdoor or non-enclosed Facility</li> <li>12. Live Music Venue</li> <li>13. Entertainment Venue</li> <li>14. Sporting Entertainment Venue</li> <li>15. Community Service &amp; Support</li> <li>16. Marketing &amp; Promotion – Accommodation Division</li> <li>17. Marketing &amp; Promotion – General Division</li> </ol> | <ol style="list-style-type: none"> <li>18. Tourism &amp; Regional Promotion</li> <li>19. Environment Practice &amp; Energy Efficiency</li> <li>20. Gaming Venue – Country</li> <li>21. Gaming Venue – Metropolitan</li> <li>22. Function Operation/Facility – Specialist &amp; Accommodation Divisions</li> <li>23. Function Operation/Facility – General Division</li> <li>24. Retail Outlet</li> <li>25. Small Venue</li> <li>26. Redeveloped Hotel – Accommodation Division</li> <li>27. Redeveloped Hotel – Country</li> <li>28. Redeveloped Hotel – Metropolitan</li> <li>29. Staff Development &amp; Training – Under 100 Employees</li> <li>30. Staff Development &amp; Training – Over 100 Employees</li> <li>31. Apprentice Development &amp; Training</li> <li>32. Hotel Industry Rising Star Award</li> <li>33. Best Overall Hotel</li> </ol> |
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# Menu design for increased profit

As writers and designers, the team at Boylen puts more thought into words and layouts than the average business manager.

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Here's what the team at Boylen has learned over the years:

1. Don't use dollar signs and get rid of cents. Change \$23.50 to 24. If you include dollar signs and cents, you are reminding patrons that this is a monetary amount. Sure, people know the price relates to their wallet but if you remove the obvious reminders, study after study has shown that patrons will choose higher priced meals.
2. Don't have the pricing in one straight column. This encourages patrons to buy on price, by comparing prices rather than looking at the menu choices. The idea is to place the price straight after the food description.
3. “Extreme aversion theory” means that people will not select the cheapest on the menu, nor will they choose the most expensive. So make sure the second cheapest and the second most expensive items have good margins.
4. Continuing on with the extreme aversion theory, make sure the most expensive and the cheapest menu items are extremely high or low.
5. Used selectively, the use of boxes draws the eye. They tell the customer that these items are special, your speciality and an experience. These items should have healthy margins.
6. Write your menu to make the highest margin items the most appealing. Depending on what the food fashion is at any one time, descriptions such as “crispy” and “caramelised” will induce diners to select that option. Some restaurants even go so far as to make some meals seem boring, so that people steer away from them and then choose menu items with the most generous margins.
7. Consider including a large food item that can be shared, such as a seafood platter or Beef Wellington. Couples who share these types of meals are generally not focussed on making decisions based on price.



# Hospitality Group Training

Continued from page 5

After 32 years, it was an extremely sad day when the directors of Hospitality Group Training had to call in the administrators. HGT was amongst the longest and most successful group training scheme in South Australia, as measured by graduate apprentices. It was also a successful partnership between the industry body and the union, a magnificent accomplishment in itself. The Board, on the sound advice of its management team, entered into a lease on the old Winston's Tavern in the city and transformed it into a modern skills training centre. The Registered Training Organisation arm of HGT was the successful tenderer to be the exclusive provider of training for all Adelaide Oval staff, from induction through all levels of skills training.

The future looked bright.

The funding for that training through the State Government's Skills for All program, was budgeted to run for four years. However, unbeknown to the Board at the time, and due in our belief, to the inadequacies of DFEEST, the four years of funding provided in the Forward Estimates was totally expended via funding to opportunists in the space of as many months. That's right - four years of program funding exhausted in just 4 months.

This reality was reinforced by the State Governments own announcement on the 1<sup>st</sup> of April that they were effectively shutting down the "Skills for All" program and replacing it with a new program called "WorkReady". The focus of WorkReady is on job outcomes rather than training positions. The failure of the Skills for All program was that just 40% of students ever completed their course and very few completions then led to employment. It was a boom for entrepreneurial training providers with no eye on sustainable outcomes.

For the record, the HGT was a high achiever with more than 85% of all apprentices who commenced graduating compared to the Hospitality Industry completion rate of around 23%.

Sadly, when the State Government ran out of funding, HGT's cashflow collapsed.

The Directors were cautious and prudent in ensuring that at no time did HGT trade while insolvent, and that all employees of the scheme received their entitlements.

The AHA appreciates the enormous on-going support by employers and in particular, hotels. If it wasn't for the loyal and

on-going support over thirty plus years of South Australian Hotels, arguably most of the 1600 plus apprentice cooks would never have been engaged as apprentice cooks let alone have graduated with career enhancing qualifications and real jobs.

After 32 years, the end of HGT is a sad day indeed; sad for the industry, sad for the potential apprentices who will not realise their ambitions and sad for the State. We can only hope that WorkReady delivers on jobs as well as HGT did. Skills for All was wasteful in so many ways and South Australian employers and employees deserves better in the future.



# Yalumba releases outstanding Rare & Fine quartet



Yalumba has released four wines from its Rare & Fine collection, two of which have not been sighted since the 2010 vintage.

They are: The Signature Cabernet Sauvignon & Shiraz 2012; The Menzies Cabernet Sauvignon 2012; The Octavius Shiraz 2009 and The Virgilius Viognier 2013.

The wines, which are distributed nationally by fine wine merchants Samuel Smith & Son, showcase Yalumba's 165 years of winemaking expertise and are crafted only when all the elements of viticulture and winemaking interact perfectly.

This philosophy of protecting the integrity of these wines means this is the first release of The Signature & The Menzies since the 2010 vintage.

The Rare & Fine collection also comprises Yalumba Tri-Centenary Grenache and Yalumba The Reserve Cabernet Sauvignon & Shiraz, of which the current vintages are 2008 and 2006 respectively.

Yalumba Proprietor Robert-Hill Smith said the Rare & Fine collection

epitomised his own philosophy of making wines that are both outstanding and accessible.

"These wines not only reflect the personality of the vintage year but showcase the provenance and integrity we have established around these labels," he said.

"They highlight our strong suit as a winemaker yet remain accessible to knowledgeable wine lovers by being priced responsibly.

"We are in good form and I think these exciting wines will please even the most critical especially when dining and with good friends – that's the perfect match."

Yalumba will hold a series of events nationally for both consumers and wine trade throughout May and June, hosted by 2012 Wine Communicator of the Year and 2010 Signatory Jane Ferrari, as well as lauded winemakers Louisa Rose and Kevin Glastonbury.

# LIGC donates \$100,000 to Children's Charities

Eight children's charities shared in \$100,000 from the annual Liquor Industry Golf Club's Charity day held at Grange Golf Club on Monday 9 February.

The day was hosted by the Liquor Industry Golf Club (LIGC) whose members play at various Adelaide courses over the year. It is made up of allied industry from hotels, retail liquor groups, independent outlets and suppliers to the hospitality industry.

BankSA provide the marquee and Grange Golf club both East and West courses, plus other liquor beverage companies, media groups and partners support the day. This year the annual event held at Grange Golf Club hosted a total of 60 teams or 240 players!

All charity recipients – 8 in total – included the official handing over from Labs 'N Life of their fully trained dog Grange – who attended last year's event as a 4 week old puppy, and has been trained to now look after his new friend Cooper. Cooper is affected by Autism and his mother Kayte said that he was a different boy now, and enabled them to share their first Christmas last year with their family, instead of Cooper staying in his room. He also now walks Grange around the home and participates in social activities with family and friends.

Labs N Life funding this year was \$10,000 that will allow two new dogs – Bunker – who is still a 2 month old puppy, and Daintree – a 10 month old – to be trained for other at needs children.

Julian Burton spoke on his charity – Julian Burton Burns Trust – receiving vital funding of \$30,000 for the new children's Gymnasium at the Women's and Children's Hospital.

Other charities receiving funds on the day included:

**Asthma SA** – \$500

**Asthma SPACERS and education on their use** – \$9,750

**Autism SA** – \$9,450

**Camp Quality** – \$10,000

**Inclusive Sport SA** – \$10,000

**Youth Opportunities** – \$10,800



L-R: Media Team – Wayne Phillips; Les Burdett; Greg Oddy – Mix 102.3; Andrew "Jars" Jarman – Triple M



LIGC Charity recipients: (top) Barrie Elvish – Autism SA; Joan – Camp Quality; Peter Carey – Youth Opportunities; Ashleigh Stratton – Inclusive SA; Kayte and Sue Dansie – Labs and Life plus Grange; Lindsay Hick – BankSA; (sitting) Julian Burton – Julian Burton Burns Trust; Melissa West – Asthma SA; Mark McGill – Variety SA; Rob Gillies – Chair, LIGC Charity day committee.

# Gaming CARE

The Hotels Responsible Gambling Early Intervention Agency



**G**aming 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](mailto:information@gamingcare.org.au)

4th Floor AHA|SA House

60 Hindmarsh Square

Adelaide SA 5000

# The economics of avocados

Avocados are available all year round and can be used at all stages of ripeness from rock hard to very ripe, depending on their application.

They can also be used in every section of the menu from snacks and canapés, to starters, mains or dessert. Aim to buy the larger avocados which yield more edible flesh/serves per tray and minimise preparation time per service.

Some generic yield calculations for different avocado sizes are identified below and support the value proposition of larger fruit, unless tray prices are significantly different.

These calculations do not include preparation time.

## Tray of 23

- Gross weight = 240g per fruit
- Seed and skin = 67g per fruit
- Edible Flesh = 173g per fruit
- Serves = 6 to 8

Total Flesh = 3979g per tray

## Tray of 28 (smaller sized fruit)

- Gross weight = 200g per fruit
- Seed & Skin = 70g per fruit
- Edible flesh = 130g per fruit
- Serves = 4 to 5

Total Flesh = 3640g per tray

Cost per plate:

Most chefs consider plate cost when purchasing product. Some useful ways of representing costs include:

- Cost per tray = \$25 – \$35/tray for 23/tray
- Cost per piece of fruit = \$0.87 – \$1.30
- Cost per quarter serve = 22 – 33 cents
- Cost per kilo of edible flesh = \$20/3.9kg (tray) = \$5.13kgs

## Tips for using avocados

### Warming through or adding when plating

You can either add avocado in a side, or directly onto the hot centre of plate protein in the preparation best suited to the dish, or you can add the fruit as the last ingredient to food being sautéed in a pan. Sautéing avocados for a few minutes will bring them up to temperature and coat them with the pan sauce/juices. Please note that, when heated, avocado will retain its shape and freshness, and sweet buttery taste.

### Alternative methods and longer cooking

Avocados can easily be incorporated into meals such as pizza, quiche, pies, stir-fries or soups. They will darken if left too long directly under a heating element.

### Warming, heating and the bain-marie

Dishes cooked with fresh avocados can be kept warm in a bain-marie for hours without loss of taste or texture. Reheating

avocado-based dishes in the microwave is no problem however a whole piece of fruit can explode in the microwave after approximately 5 minutes heating.

### For baking

*Do*

- Cut the avocado into thick wedges when incorporating into a dish

*Don't*

- Cook for longer than fifteen minutes in a medium oven

### For grilling

*Do*

- Grill under medium temperature (180°C)
- Add the avocado towards the end of the grilling process, if making a pizza for example

*Don't*

- Place the avocado too close to the element – treat its proximity as you would cheese

### For pan frying

*Do*

- Flash fry firm avocado with simple flavours, e.g. garlic and chilli

*Don't*

- Fry the avocado pieces before the oil is hot enough, as with any flash fry

### For sautéing

*Do*

- Add avocado chunks at the end of the sauté process

*Don't*

- Try to sauté small pieces of avocado

### For deep frying

*Do*

- Experiment with different coatings (tempura batter, panko crumbs, coarse polenta, prosciutto) to deep fry avocado wedges

*Don't*

- Deep fry longer than you would tempura

### For microwaving

*Do*

- Reheat warm dishes featuring avocado

*Don't*

- Microwave a whole piece of fruit for more than a few minutes – it will break up

### In soups and casseroles

*Do*

- Add avocado chunks when plating to give vibrancy and a delicious creamy mouth-feel

*Don't*

- Attempt to use avocado as part of the base – it will break apart





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# Balancing service standards and restaurant capacity

Your dining area has a limit on the number of patrons that can be comfortably seated and catered for.

The equation is based on how many people you can comfortably serve with 100% compliance to your set level of service. The higher you set your level of service, then the more pleased the customer is - but the harder it is for you to attain and remain profitable.

For example, your restaurant strategy may be focused on filling the room to capacity and turning over tables as quickly and efficiently as possible. In this case, limitations will include staff numbers, staff quality, kitchen size and comfortable capacity. You can't have two sittings for 80 people, based on one-and-a-half hours for the first sitting, if your kitchen can only produce two courses for 60 people in that time.

The number of covers a kitchen can produce is affected by a range of variables, not the least of which is the complexity of the menu.

## Factors To Consider:

How high will you set your level of service?

What is your "set standard?" For example, is 20 minutes the longest someone should wait for a meal?

Should people be at least one metre away from people on other tables? How often and at what intervals should waiting staff visit a table? Once you have set your standard level of service you can start to define your limitations.

## How to make the most of your limitations?

Do not try to break your limitations or you risk ruining your reputation, angering your customers and damaging your business model and brand. For example, increasing capacity by putting in more tables may mean customers sit closer together, meaning you no longer give a service at your set level. However, you can make the most of your limitations for maximum efficiency.

You could reorganise tables so that more people can get into a room without having them squashed together. A more intelligent, but harder to enact, method may be to have tables that can more easily be put up and removed by staff.

## Removing and setting up tables on the fly

Improved table mix can improve revenue by 35%, so it is important to ensure your table mix, layout and set up is fluid and changeable. If your staff are well trained and efficient, they can maximise your capacity without breaking the standard level of service you promise your customers every time they enter.

For example, if you have a couple sitting at a table for four, you are losing money and are not making the most of your capacity. If a couple walk in and there are no tables for two, why not have staff create one. A table for four, six, or eight could have sections removed to make a table for two, thereby leaving the rest of the table sections available for the next customers. This removes quite a few table and seating limitations.

Make the most of your limitations by setting policies.

There are a lot of these to consider if you want a truly efficient establishment. Consider these when setting your own.

- Reservation policies
- Optimal table mix
- Deposits
- Guaranteed reservations
- Reconfirm reservations
- Arrival management
- Changed in delivery system
- Communication systems
- Menu design
- Labour scheduling
- Visual cues and how they are acted upon
- Pre-bussing
- Coffee and dessert bars that move patrons off tables
- Bars that move patrons off tables
- Bill delivery

**Improved table mix can improve revenue by 35%.**



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# Who owns the gaming machine entitlements, landlord or tenant?

---

There is still some confusion over whether the gaming machine entitlements are owned by the landlord or the tenant of a hotel. This question arises when a tenant and or a landlord wish to sell the gaming machine entitlements in the open trading system or at the end of the lease and a landlord wishes to enter back into possession.

An application by a licensee to sell any gaming machine entitlements will only be accepted by the Licensing Authority, if all parties to the lease have agreed to the sale or there is an order from the District Court.

If the lease was entered into prior to the amendments of the Act commenced on the 9<sup>th</sup> December 2004, then the tenant may have an option pursuant to section 27B of the *Gaming Machine Act 1992*, to ask the assistance of the District Court to determine if it is fair and reasonable to allow the sale of any gaming machine entitlement in the open trading system.

To date, *Fresace Pty Ltd v Brian & Vivien Enterprises Pty Ltd* is still the only case that has been determined by the District Court on this matter and sets out criteria to assist in determining if it is fair and reasonable to sell any gaming machine entitlements. In addition to this case there have been several hotels where the landlord has taken back possession of the premises at the end of the lease and the parties have been able to reach an agreement in relation to ownership of the gaming machine entitlements without the need to have the court decide the matter.

The starting point for determining the ownership is reviewing the lease terms. Does the lease explicitly refer to gaming machine entitlements and how can they be dealt with?

If the lease was entered into after 9/12/2004 then there is an expectation that the lease will include details of ownership and or how the gaming machine entitlements can be dealt with.

However, this is not the case for many leases that simply do not address these details. In such circumstances where the lease is silent and the lease commenced after 9/12/04 then there may still be the ability to seek assistance of the Court for the constructive interpretation of lease terms.

Another important issue to consider is if any additional gaming machine entitlements have been purchased since the open trading system was amended to allow licensees to purchase additional gaming machine entitlements and whether the ownership of those gaming machine entitlements should be treated differently to gaming machine entitlements that were acquired when the concept of gaming machine entitlements were first introduced.

As you can see, it is still not black and white as to the ownership of the gaming machine entitlements by the landlord or tenant. In order to make things clear, the lease should address whether the gaming machine entitlements can be sold or are to revert to the landlord and whether there should be any compensation paid.

If you require any assistance in reviewing your lease and would like further advice in determining whether you are entitled to sell any gaming machine entitlements or what may happen at the end of the lease, then please contact Jarrod Ryan or Alyce Cassetai at Murfett legal on (08) 9388 3100 or [jarrod@murfett.com.au](mailto:jarrod@murfett.com.au).

**“An application by a Licensee to sell any gaming machine entitlements will only be accepted by the Licensing Authority, if all parties to the lease have agreed to the sale or there is an order from the District Court.”**

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# Employee Leave Entitlements

Leave entitlements are an important area of the workplace relations system. Ensuring employees can take time off work when required, whether for a holiday, to have a baby or to care for a member of their family, is essential especially in today's society. However, determining what leave entitlements different employees are entitled too, and the extent of that entitlement can be difficult to say the least. The majority of leave entitlements fall within the provisions of the National Employment Standards and provide national consistency. Long Service Leave however is an entitlement determined by the State, meaning there are differences across the country. This article will briefly outline the different types of leave entitlements and how and when they can be accessed.

## National Employment Standards (NES)

### *Annual Leave – NES ss 86-94 and HIGA cl 34*

Only full and part time employees, including those paid a salary, are entitled to annual leave. Employees are entitled to 4 weeks per annum, which for a full time employee equates to 152 hours. A part time employee accrues annual leave on a pro rata basis depending on the number of ordinary hours worked each week. This entitlement accrues progressively across the year with untaken leave accumulating from year to year. Casual employees do not accrue annual leave.

Annual leave can be taken at any time as agreed between the employer and the employee. The employer can direct an employee to take annual leave where they have excessive annual leave accrued or as part of a close down.

Any annual leave taken is paid at the employees base rate of pay. In addition to this most, but not all, full and part time employees in the hospitality industry are entitled to leave loading as prescribed in the HIGA or Enterprise Agreement. Any accrued annual leave entitlements must be paid out to an employee on the termination of their employment, regardless of whether it is an employee or employer initiated termination. Cashing out of leave is not

permitted for HIGA covered employees or those covered by an Enterprise Agreement where there is no term allowing such.

### *Personal/Carers Leave – NES ss 95-103*

Full time and part time employees, including those paid a salary, are entitled to paid personal/carers leave, which is often referred to as sick leave. Employees are entitled to 10 days of personal/carers leave per annum, or 76 hours for a full time employee. Part time employees accrue personal/carers leave on a pro rata basis depending on the number of ordinary hours worked. Personal/carers leave accrues progressively across the year with any unused entitlement carrying over to the following year. An employee can take personal/carers leave when either they themselves are unwell due to illness or injury or an immediate family member or member of their household is ill or injured and requires caring for. Casual employees do not accrue personal/carers leave.

An employee must notify their employer of their intention to take personal/carers leave. They must provide reasonable evidence (ie medical certificate) that they were unwell if required by the employer. In order to effectively enforce this requirement, it is strongly recommended that a workplace policy is introduced to inform employees of their obligations. For example they must provide a medical certificate or reasonable evidence on each occasion they are unwell. Failure to have a policy in place makes it difficult for the evidence requirements to be strictly enforced. Any accrued personal/carers leave entitlements are not paid out on termination, unless an agreement to pay out these entitlements has been made with the employee. Cashing out of personal/carers leave is prohibited.

In the event a full or part time employee does not have any accrued personal/carers leave they may be entitled to unpaid carers leave. This is only in the event they need to care for an immediate family member or member of their household due to illness, injury or an unexpected emergency. On such occasion an employee is entitled to 2 days unpaid leave.

**After 10 years completed service the employee can access their long service leave entitlement by either taking it as leave or by agreement with the employer to have it cashed out.**

### **Parental (Maternity) Leave – NES ss 67-85**

*Important note: this is a very basic summary of the parental leave provisions. Many different scenarios can arise which result in varying applications of the provisions. Advice should be sought where the situation differs from that outlined.*

Parental Leave under the NES is unpaid leave. Any paid parental leave provided by the employer is administered separately from the NES provisions as is the Federal Government funded Paid Parental leave scheme.

To qualify for unpaid parental leave, full and part time employees must have completed at least 12 months service immediately prior to the due date of the child or the time of starting parental leave. Whilst for casuals the length of service is not prescribed, the same rule has been used to satisfy the long term casual test. Employees who meet this requirement are entitled to up to 12 months of unpaid parental leave, however this can be extended up to a maximum of 24 months. A period of unpaid parental leave can commence 6 weeks prior to the expected date of birth. Employees that are intending to utilise their entitlement to unpaid parental leave must provide their employer with notice of their intention to do so. An employee must notify the employer at least 10 weeks prior to the intended start date of the period of leave. This notice must outline the date the period of leave will commence from as well as the date the employee anticipates returning to work. The employee must then confirm their intention to commence leave, or of any changes to their planned leave period, at least 4 weeks prior to the commencement date. Failure to comply with the notice periods may mean the employee is unable to access this leave entitlement. If at any time prior to taking unpaid parental leave an employee is unable to undertake their usual duties they may be entitled to transfer to a safe job (please note the specifics of safe jobs and no safe job leave are outside the scope of this article).

### **Other Leave – NES ss 108-112**

Full and part time employees are also entitled to compassionate leave. This is two days paid leave in the event of death or a life threatening illness/injury of an immediate family member. Casuals can access compassionate leave, however this is unpaid. All employees can access community service leave, including leave from work when called up for jury service.

### **Long Service Leave**

Long service leave entitlements are contained within the *Long Service Leave Act 1987* (SA). Unlike the other leave entitlements which fall under the national standards, long service leave is determined by the State therefore entitlements vary from state to state.

All employees, including casuals, are entitled to long service leave. An employee becomes entitled to long service leave after 7 years of completed service with an employer. However, between 7 and 10 years of service they can only access this entitlement if their employment ends whether employer or employee initiated. After 10 years completed service the employee can access their long service leave entitlement by either taking it as leave or by agreement with the employer to have it cashed out.

Any approved period of absence from work, paid or unpaid, will not break an employees service with that employer. However, the period of leave will not count towards a completed year of service for the purposes of the leave entitlement. Any break in service initiated by the employee, such as a resignation, will break the employees continuous service.

For each year of completed service an employee is entitled to 1.3 weeks of long service leave. For full time employees this is based on 38 ordinary hours per week and for part time and casual employees it is based on their average hours of work per week over the last three years. The employees current rate of pay is used to calculate the entitlement, for casuals this rate is inclusive of casual loading.

After an employee has completed 10 years of service they can access their entitlement as soon as is practicable. Employers have the ability to request that an employee take their long service leave by providing them with 60 days notice.

**Understanding employee leave entitlements can be complex. Therefore members with any queries should contact the HR/IR Team on 08 8232 4525 for advice and assistance. The HR/IR Team can assist in the calculation of all leave entitlements, including long service leave.**



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## Q&A on hot topics

In the wash up of the Adelaide Festival season and the State Government review of the Late Night Code, *Rip It Up*, the magazine/guide that focuses on youth entertainment and lifestyle issues and is itself a great supporter and promoter of hotels, pubs and live music, sought input from the AHA as to trends and challenges for the Industry. The following is the full response to their questions.

**Q: With the recent closure of Cuckoo, Dog n Duck and Savvy in Adelaide's west end, is it possible pop-up bars or lockout laws or both are having an adverse effect on bricks and mortar businesses?**

There is no doubt in my mind that the proliferation of licenses is undermining the viability of existing bars, clubs, taverns and pubs. In fact South Australian already has the highest number of liquor outlets per adult of any state (see *SA Parliament Inquiry into the Sale and Consumption of Alcohol – 4th August 2014*)

*'At the time of writing the report there was a licensed premise for every 317 persons over 18 years of age in Australia. It went on to say the highest number, per head of population, were located in South Australia and Victoria where there was a liquor licence for every 224 persons and 229 persons over the age of 18 years respectively.'* Page 44  
and

**“Population growth or lack of remains a serious impediment to the states future progress and is a contributing factor to long term viability of most industries.”**

*'According to information available from the Office of the Liquor and Gambling Commissioner the number of liquor licenses in South Australia increased from 3,593 in 1996 to 6,164 in 2012. This represented an increase of 72 per cent. During the same period the population of South Australia increased by 12 per cent. In other words, the rate of increase of licensed premises in South Australia was 6 times the rate of population increase.'*  
Page 44

To reinforce South Australia's significant challenges, the ABS recently reported that the Adelaide metropolitan population grew by just 183,000 in the 20 years to 2013 the lowest of mainland capital cities. In the same time frame Melbourne grew by 1.1 million – almost an entire Adelaide. Population growth or lack of remains a serious impediment to the states future progress and is a contributing factor to long term viability of most industries. So while a range of factors would have affected each closure, there has been an accumulation of commercial pressures over a long period of time which would also have played a major part in their demise.

Lockout laws are one of those recent pressures.

Lockout laws of course are only effective if adequate police resources are applied. Ironically those same additional policing resources are in our opinion the main reason for the welcome drop in alcohol and drug fuelled violence. The Lockout is the political window dressing. We have always argued against blanket solutions i.e. one size fits all. There is extraordinary power in the Liquor Licensing Act for regulators and police to target problem venues and precincts without requiring or imposing state wide solutions. However the lockout is a reality that operators have had to adjust to, some with greater pain than others. Our position is to lobby to ensure that it does not become more severe without clear evidence.

**Q: Could the influx of small bars in a saturated market also be impacting on clubs around town?**

Small Bars have proven to be a welcome addition to the late night offering of the CBD.

Small Bars (the Small Venue Licence) are of course investing in bricks and mortar, pay rates and taxes and employ people on an on-going basis. 'Pop ups' or temporary liquor licences also have their place but not as an example what happened in Victoria Square in February and March. The Victoria Square setup simply became the biggest nightclub in town that operated for 30 days or 8.5% of the trading year and paid a peppercorn rent. It also left Victoria Square a total mess that the Council says will take a month to restore. There is clearly a place for temporary facilities but the balance of interests seems to have been completely lost to the detriment on permanent investors.

## Q: Should there be laws introduced to limit the number of pop up bars and how long they operate for?

There are currently extensive powers to limit or contain "pop ups" or limited licences. Those powers rest with the Commissioner for Consumer and Business Services. Generally the granting of limited licences has worked well and served the needs of community to allow liquor sales to compliment various community events e.g. Big Day Out ( 1 day), Sound Waves (1 day) , Womadelaide (4 days) , Glendi (2 days)etc. to name a few. The issue confronting 'Bricks and Mortar' operators is that those same laws are now being used, as an example, to run a 5000 capacity bar and nightclub on prime public land at the

most important trading period of the year (i.e. weather, events, visitors) for up to 30 days (that's 8.5% of the trading year). When such enterprises pull up stumps they leave nothing, no career or training pathways, no land tax, council rates, and no infrastructure.

## Q: Could we see the closure of more Adelaide institutions if the lockout laws stay in place?

More closures are inevitable and increasingly likely but not solely because of the lockout. It's more likely the combination of the extraordinary competitive pressures that continue to accumulate. Sadly the bureaucracies within Councils and Government have limited understanding or experience in the realities facing SME operators in hospitality and while this may sound unfair, they use public funding to pursue agendas that seem to benefit a few at the expense of the majority. That's why the Lord Mayor's recent promise to establish a forum to regularly meet with business in the CBD is so welcome and long overdue.

It should be remembered that Hotels and similar type operations remain the backbone of the live music Industry. The most recent APRA figures tell us that in 2013/14, existing Hotels, Pubs, Nightclubs and bars in SA accounted for more than 76% of live music venue expenditure & receipts.

They also provide serious employment, investment and much needed 'vibrancy' all year round, not just at peak times



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