

RAISING THE FLAG

HOSPITALITY RSA 2010

The RNZRSA gratefully acknowledges the support of our sponsors.



PROGRAMME

Improving people, profitability and performance.

STEPHEN CLARKE RNZRSA CHIEF EXECUTIVE

Hospitality RSA 2010 will inspire us to raise the RSA flag even higher. I look forward to our key flag bearers coming together to share our knowledge, experience and good cheer.

RAISING THE FLAG

HOSPITALITY RSA 2010

DAY 1

11.00 am	Registration	Foyer	Ground Floor
12.00 pm	Opening Lunch		
1.00 pm	Welcome Opening Address from the RNZRSA National President.	Robin Klitscher	National President RNZRSA
1.10 pm	Hospitality Today Operating a business in today's hospitality environment. How does the RSA compare?	Luke Dallow	Restaurateur/Entrepreneur
1.40 pm	From Burgers to Cafés What McDonald's did when they realised their customers wants and needs had changed, but they hadn't.	Lionel Whitehead	Franchisee McDonald's Restaurants, Chairman Ronald McDonald House
2.10 pm	Do We Need To Change? Facilitated discussion on improving the RSA's offer.	Michelle McCormack	Facilitators Inc
2.55 pm	Afternoon Tea with HSI		
3.15 pm	Successful Amalgamation How the Opotiki Cossie Club merger into the RSA came about and the subsequent outcome for both Clubs.	Barry McPhee	RSA Opotiki
3.35 pm	Raising Our Flag How National Office will support RSAs to Raise the Flag.	Stephen Clarke	Chief Executive RNZRSA
3.55 pm	The Law & How it Really Affects You Demystifying the Sale of Liquor & Gambling Acts.	David Williams	Manager Business Gaming & Licensing RNZRSA
4.30 pm	The Future of Gaming Where the world of gaming is heading. Help to make informed gaming machine decisions.	Barry Crossley	General Manager IGT (NZ) Ltd
5.00 pm			
5.45 pm	The Lion Nathan Cocktail Reception (Jacket & Tie)	CQ Bar	Ground Floor
7.00 pm	The IGT Conference Dinner (Jacket & Tie)	Conference Centre	First Floor

DAY 2

8.30 am	How Good Managers Make a Difference A look at performance expectations for a hospitality manager and managing for profit.	Luke Dallow	Restaurateur/Entrepreneur
9.00 am	Separating the Roles: Secretary & Manager Moving managers out of the office.	David Williams	Manager Business Gaming & Licensing RNZRSA
9.05 am	The Strategic Plan & the Business Plan The key to successfully managing your business.	Dean Dalton	Business Action Planning
9.45 am	Gaming Compliance & Technical Updates Integrated gaming platform, multi venue exclusion orders, PIDs research and gaming pay-outs to non-members.	John Currie	National Manager, Licensing DIA
10.15 am	Morning Tea		
10.35 am	Our Harm Minimisation Training Provider The RSA Harm Minimisation Training Programme and Policy. New Gaming Sniffer Technology.	David Moore & Karen Seamer	Directors, Salamander Systems
11.15 am	The Value of a Gaming Machine Service Contract Why RSAs should consider entering into a gaming machine service contract.	Barry Crossley	General Manager IGT (NZ) Ltd
11.30 am	Making a Profit from Food Prime Cost, Portion Control, Waste Control. MenuCoster, the new online cost/selling price calculator.	Gavin Lovett	Menu De Jour / Menu Coster
12.00 pm	Opportunities Presented by Rugby World Cup 2011 The many marketing & promotional opportunities for RSAs.	Martin Sneddon	Chief Executive Rugby World Cup 2011
12.30 pm	Lunch with Salamander Systems		
1.15 pm	Club Sector Training Strategy The programme roll-out as well as career path opportunities within the sector.	Dianne McKellar	Clubs Training Co-ordinator HSI
1.45 pm	The Value of a National Membership Loyalty Scheme How national membership schemes work and what they comprise of.	John Norrie	Chief Executive Transactor Technologies
2.15pm	Does Your RSA Qualify for Charitable Status What it takes to achieve charitable status.	Trevor Garrett	Chief Executive Charities Commission
2.45 pm	APRA Explained The function and services of APRA.	Greer Davies	Manager, Licensing Services APRA
3.05 pm	Afternoon Tea with APRA		
3.25 pm	The Value of a Centralised Accounting Service and the GST Increase. The savings achieved by a centralised accounting service, GMAS returns made easy and the impact and practicality of the pending GST increase.	Colin Stuttle	Member, CAD Partners

4.10 pm	Employing & Evaluating Managers & Staff The importance of employing the right Club Manager and the on-going evaluation of staff & management performance.	Karen Conway	Director, CareerDynamix Group
4.30 pm	The New ATM Machine for Clubs The benefits costs and operation of an ATM in your RSA.	Wibo Bosma	GM Sales & Marketing, NZATM Services Ltd
5.00 pm			
5.45 pm	NZATM Cocktails	CQ Bar	Ground Floor

DAY 3

8.30 am	What is Governance and What is Management Governance and management issues within RSAs. The importance of the President/Manager Relationship: The ideal size for an Executive.	Gail Munro	Director Governance Strategies Ltd
9.30 am	New Bar Assessment Software Introducing a new Bar Assessment Software Package .	Colin Stuttle	Member, CAD Partners
9.50 am	Industry Updates On-Licences, mergers, kitchen contracts and more.	David Williams	Manager Business Gaming & Licensing RNZRSA
10.00 am	Our Journey: Making a Success of Change How RSA Tauranga bit the bullet, took the punt, bought a motor inn and the successful outcome that has resulted.	Graham Howard & Bob McLintock	General Manager & President, RSA Tauranga
10.20 am Morning Tea			
10.40 am	Reaching Your Prospective Audience Public relations and media opportunities for RSAs.	Fiona Cassidy	Public Relations Consultant
11.00 am	Identifying & Attracting New Members How do we identify potential members and ideas to attract them.	David Williams	Manager Business Gaming & Licensing RNZRSA
11.30 am	Marketing Your RSA Different ways to market your hospitality venue. The latest hospitality trends and sales patterns.	Mike Corry	Regional BDM Lion Nathan
12.10 pm	Understanding Online Technologies Why having a website that's 'on brand' is essential. Website, facebook, skype: technology RSAs can make use of.	Chris Hay	Director Locales
12.30 pm	Wrap Up Closing Address from the RNZRSA National President.	Robin Klitscher	National President RNZRSA
12.35 pm Closing Lunch			