



aohotels.com.au
- GOVERNMENT SERVICES DIVISION



AOTHotels news December 2013

Thank You

Thank you to our Agency partners for 2013. All transitions to AOTHotels were completed mid-year and it has been great to have all Agencies on-board

Last month AOTHotels made our 500,000th room booking, a great milestone since the first booking from the Department of Defence on the 1st September 2012.

AOTHotels has continued to enhance our booking systems and product offering over the course of the year, with many more exciting enhancements and suppliers to come in the New Year.

During November, AOTHotels concluded negotiations with Accor Hotels to deliver more rooms and fantastic rates both on year round Government rates and the absolute best in market dynamic rates for 2014. We are currently loading our new rates from the 1st January 2014, which will be completed pre-Christmas. The new dynamic rates are already live on AOTHotels.com.au.

Earlier this month we completed a new preferred long stay program with further rate reductions delivering additional savings on average of \$70 per week. See the full article on page 2 of the newsletter.

The AOTHotels smartphone and tablet site is now live at AOTHotels.com.au. See the full details in the column opposite.

On behalf of the AOTHotels team, thank you for your support over 2013, it has been an exciting and rewarding year working with all Agencies.

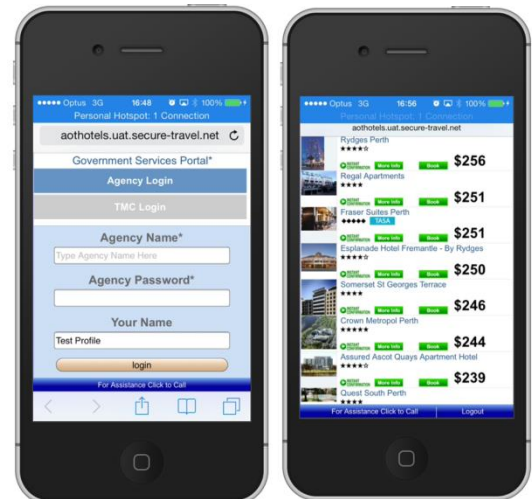
I would also like to take this opportunity to wish you and your families a very safe and merry festive season. Here is to a fantastic 2014.

Rohan Moss

Rohan Moss

General Manager
aohotels.com.au

Mobile Site LIVE



AOTHotels mobile and tablet site is NOW LIVE.

Accessing AOTHotels.com.au via a Smartphone or Tablet will now automatically open our new mobile site.

The mobile site is very responsive and will automatically re-size depending on the type of Smartphone or tablet you are using.

Pinch out to zoom and pinch in to minimize.

While our portal was already available on Smartphones and Tablets, the new site is tailor made for mobile devices and will make mobile bookings quicker and easier for all our Government travellers.

AOTHotels New Portal Enhancements

Now Live

Preferred Long Stay

Our preferred Long Stay program is now live. AOTHotels has negotiated further reductions in rate, on average \$70 per week, via reduced cleaning:

- 'Mini Clean' after every 3 nights of stay; and
- Full clean after 7 nights of stay including sheets changed, bed made, towels and amenities replaced.

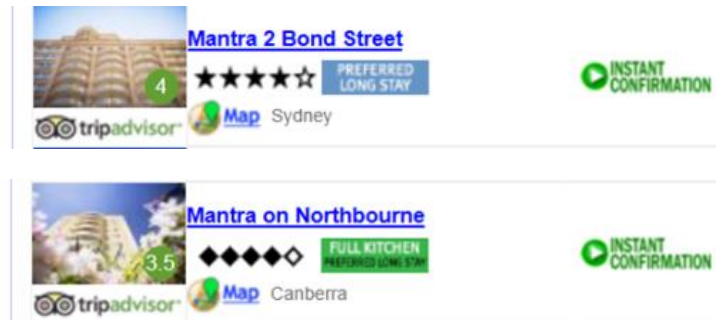
Properties can be identified on the portal via the following icons when searching for 7 nights +:

Preferred Long-Stay

or

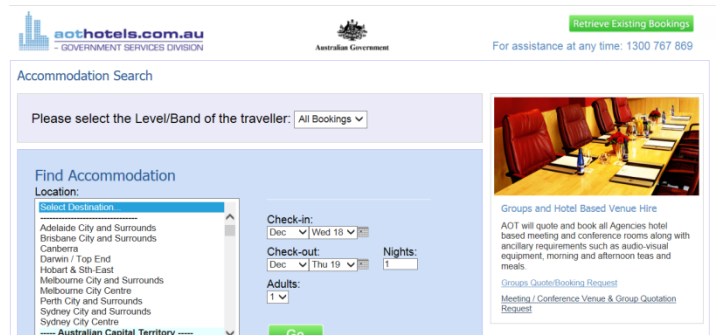


Full Kitchen/Preferred Long Stay – indicates the property is part of the preferred program and also has a full kitchen in some room types



New Online Meeting / Conference Venue & Group Quotation

The new online system guides you through all requirements for any meeting, conference venue and group quotation request. It also provides printable details of your request for your records. The system also instantly transmits the meeting, conference venue and group quote requests to the selected suppliers to reduce the quotation response time.



VIP Profile Information

AOTHotels profile system has been enhanced to allow for specific requests for travelers to automatically transmit to hotels.

E.g. VIP Passenger – Commissioner of Agency A – request high floor away from elevators & king bed as guest is 200cm tall.

[Click here to access the form to add information to your travellers' profiles.](#)



Regional & Remote Supplier Update

AOTHotels has shifted focus to increasing the range of properties available to book in regional and remote locations. As a result a number of initiatives are currently underway:

- Golden Chain properties – 220 additional properties
- ARRA – 120 additional properties
- V3 – 2,000 additional properties



These combined contracting efforts will result in over 2,300 additional properties added to regional and remote locations, increasing the options to book online, and also increasing the number of properties available to book as "Instant Confirmation". The contracting team has commenced work on this project, and is expected to have the majority of the properties loaded by the end of December 2013.

Accor 2014 Rates



AOTHotels has concluded negotiations with Accor Hotels to deliver more rooms and fantastic rates both on year round Government rates and the absolute best in market dynamic rates for 2014.

We are currently loading our new rates from the 1st January 2014, which will be completed pre-Christmas. The new dynamic rates are already live on AOTHotels.com.au.

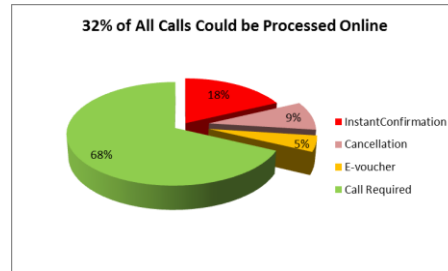
Accor is the largest chain in Australia and is an important partner for the WoAG Accommodation Program with its breadth of product and range from 3 Star to 5 Star catering for all agencies requirements.

With our Dynamic Rates, AOTHotels has access to last room availability (LRA) at Accor properties, coupled with the lowest rates in Australia. The new contract with Accor will deliver further savings to the Commonwealth and also provide greater room inventory for 2014.

Improve Agency Efficiency

The AOTHotels call centre receives, on average, more than 600 calls each weekday from government travellers and travel bookers. Many call requirements could be done online improving your agencies efficiency.

Call Reason	% Of Calls
Booking Available for Instant Confirmation	18%
Cancellation	9%
Requiring an E-voucher for Booking	5%
Call Required	68%



18% of all calls are for bookings that could have been instantly confirmed online.

- **Look online before you call**

9% of those calls are for bookings that could be cancelled easily online;

- **Two steps to complete**
- Retrieve booking by name or reference number
- Select CANCEL

5% of those calls are for an e-voucher that could be printed online

- **Two steps to complete**
- Retrieve booking by name or reference number
- Click DOWNLOAD for the e-voucher

It is more efficient to book accommodation online than through the call centre. To decrease the number of calls your travellers and travel bookers are making to the call centre and increase your online bookings, contact your Relationship Executive for additional training. AOTHotels can conduct training in an agency office and/or utilise video conferencing facilities at an agency to involve interstate offices. AOTHotels also has access to "Go To Meeting" software to live stream training if required.

Call your Relationship Executive TODAY.

TripAdvisor

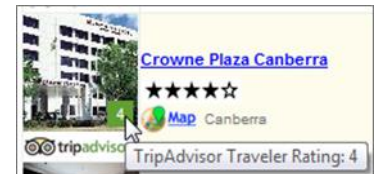


From early November, AOTHotels have added reviews from TripAdvisor, the leading global provider of independent hotel reviews, to AOTHotels.com.au to further enhance information on accommodation providers within the WoAG program.

The TripAdvisor logo now appears next to each property on the Search Results page on both the AOT Hotels Portal and Amadeus OBT.

Hovering over the number in the green square will display the TripAdvisor Traveller Rating.

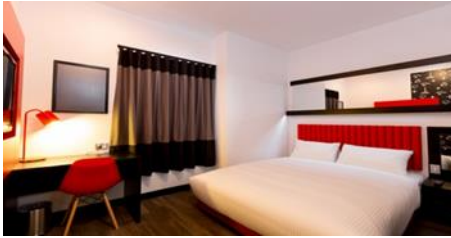
Clicking on the TripAdvisor logo will display a drop down box with Traveler reviews.



NOW OPEN

Tune Hotel Melbourne – located north of the Melbourne CBD, this is a basic property for budget conscious travellers; whilst still remaining stylish and comfortable.

Rooms from \$127 per night



REBRANDINGS

Novotel Palm Cove Resort – Will leave the Accor network on 5th December 2013.

Rendezvous Hotels – Toga Hotels will assume management or provide consultancy to 11 Rendezvous Hotels. Toga Hotels will initially assume responsibility for Rendezvous Grand Hotel Perth Scarborough, Rendezvous Studio Hotel Perth Central, Rendezvous Hotel Melbourne, and Rendezvous Grand Hotel Adelaide.



RENDEZVOUS
HOSPITALITY GROUP

REFURBISHMENT UPDATE

Mercure Melbourne Therry Street – Previously the Sky Lounge Hotel, this property joined the Accor network on 16th October 2013.

Vibe Hotel Rushcutters – Will continue to operate as a hotel; plans to convert the property into residential apartments have been postponed indefinitely. The property will also soon undergo a refurbishment of the lobby, lower floors, and suites; no disruption to trading is expected.

Ibis Sydney Airport – Complete refurbishment of lobby and restaurant, from 11th November to 23rd December 2013. All services will remain uninterrupted; however areas will be restricted during the completion of the work.

Vibe Hotel Carlton – Onsite restaurant Curve Café & Bar will be closed as of 11th November 2013.

Novotel Melbourne on Collins – Pool currently under maintenance; work to be completed by 31st December 2013.

Adina Apartment Hotel St Kilda – Currently undergoing refurbishment to the north tower. This work is due for completion in December 2013 and includes tiling kitchens, replacing carpets, refinishing kitchen & bathroom cabinetry, new curtains, and new hallway carpets. Noise expected from 7am weekdays.

Park Regis North Quay – Remedial works are currently occurring on the external façade, including resealing windows and painting. Minimal guest disruption expected, and the work is expected to be completed by 12th May 2014.

Mercure Kangaroo Island Lodge – Refurbishment now complete.

Lenna of Hobart – Refurbishment now complete.

Mercure Sydney – Refurbishment now complete.

Somerset St Georges Terrace Perth – Phased refurbishment to be completed by mid-January 2014; work includes upgrades to all apartments and reception area. Minimal guest disruption expected.

SPECIAL OFFERS

Mercure Grosvenor Adelaide – free buffet breakfast; valid for stays until 31 December 2013

Pullman & Mercure Melbourne Albert Park – free shuttle to St Kilda Rd offices and free Wi-Fi; valid for stays until 30 June 2014



Belconnen Premier Inn, Canberra – free buffet breakfast; valid for stays until 30 June 2014

Mawson Lakes Hotel, Adelaide – free buffet breakfast; valid for stays from 16 December 2013 to 31 January 2014

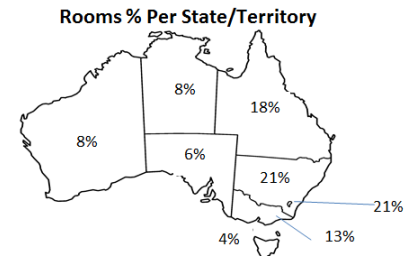


TOP ONLINE AGENCIES NOVEMBER

Congratulations to the Top 5 online bookers for November 2013.

Agency	% Online
Australian Reissuance Pool Corporation	97%
National Water Commission	96%
National Blood Authority	94%
Office of the Commonwealth Ombudsman	94%
Australian Skills Quality Authority	92%

WHERE ARE YOU TRAVELLING?



FAST FACTS

26%

26% of all visitors to AOTHotels in November 2013 were first time users

30

Countries from where Government Travellers booked in November 2013

Visits to the AOT Portal in November
Top Ten Counties

Rank	Country / Territory	Visits
1	Australia	17,174
2	Singapore	254
3	United States	83
4	New Zealand	16
5	India	7
6	Thailand	6
7	China	5
8	Philippines	5
9	United Kingdom	4
10	Other	4

Meet the Team

Gillian Lettice – Relationship Executive, AOTHotels, Canberra

Gillian joined AOT in September 2013, coming to us from Rydges Hotels & Resorts where she had been for the previous 8 years working in a dynamic range of roles from Guest Services through to Hotel Manager & Director of Sales.

The things I like about my job are... Every day is different! Also being able to work with such a diverse range of agencies on varied accommodation requirements.

And the frustrations... None so far but I have only been here for 3 months!

If I didn't work in travel I would be a... Real estate agent or work in the fashion/beauty world – imagine the benefits!

My proudest moment was... When my 3 year old niece Rory was born, to say she is the cutest kid alive would be an understatement! And of course she looks like her aunty 😊

I try to relax by... Going to the gym, Bikram Yoga, Cooking & enjoying a nice bottle of Pinot Grigio.

The last time I feared for my life... Getting a propeller plane from Dublin to Glasgow in very unpleasant weather, I was very glad when we touched down on the ground even if we were in the plane still for another hour and a half waiting to dock at the gate.

If I can, I always try to avoid... Doing 2 trips from the car with the groceries.

I really wish I had... An unlimited bank account that just kept filling up at the end of each day.

The best advice I ever received was... What is for you won't go past you.

My greatest weakness is.... Shoes and handbags! My theory is they will always fit you no matter what 😊

And my greatest strength... Cooking; I LOVE cooking! I always try to make something new for dinner.

If I was Prime Minister I would... Probably not be a very good one, the pressure of that job would be too much I think.

If I won \$1 million in the lottery I would... Not be at work the next day as I would be on a plane to somewhere like the Bahamas or Playa Del Carmen. Sorry Jacqueline & Rohan 😊

If I could be someone else for a day I would be... I have to side with Jacqueline on this one and say Carrie Bradshaw! She is an idol (even if she isn't real) or even Samantha Jones she is hilarious!



I've always wanted to travel to... South America & Japan.

My favorite holiday was... Ireland & UK not only for the experience of an Irish Christmas and New Year (by the way they can certainly drink) because I got engaged whilst in London on my birthday!

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