



## VOASA 2011 CONFERENCE PROGRAMME

Should you require any further information or have any additional requests, please do not hesitate in contacting one of our team members directly.

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## Day 1 – 29<sup>th</sup> May 2011

11h00 – 16h00 **Conference Golf Day** – Mount Edgecombe (Course 1)  
Golf Day Sponsored by **Club Leisure Group**

18h00 – 19h00 **Registration** – Southern Sun Elangeni

19h00 – 21h30 **Welcome Cocktail** – Southern Sun Elangeni

## Day 2 – 30<sup>th</sup> May 2011

07h30 – 08h00 **Registration** – Southern Sun Elangeni

08h15 – 08h25 **Welcome and Introductions**  
Mr. Deon Viljoen – Chairman: VOASA

08h25 – 09h05 **Keynote Speaker**  
Speaker to be announced

09h05 – 09h10 **Together We Are Stronger**  
Mr. Alex Bosch – Executive Director: VOASA

09h10 – 10h00 **Where is the Growth – Products, Markets and Consumers?**  
Panel to be announced  
**(RCI Platinum Sponsor)**

10h00 – 10h30 **VOASA Industry Survey 2009 / 2010**  
Ms. Bernadine Galliver – Senior Consultant: Grant Thornton

10h30 – 11h00 **Tea Break** – Networking Opportunity

### **BREAKAWAY SESSIONS**

**All breakaway sessions require pre-registration as seating is limited**

SESSION ROOM	SESSION DESCRIPTION	TIME
<b>Session Room 1</b>	<b>Legislation: The Consumer Protection Act</b>	<b>11h00 - 12h50</b>
	Do-Not-Call Register and Direct Marketing Methods and the Consumer Protection Act Mr. Brian Mdluli – CEO: Direct Marketing Association of SA	11h00 – 11h30
	Consumer Protection Act & Regulations – Are You Ready? Mr. Paul Esselaar – Director: Esselaar Attorneys	11h30 – 12h00
	Simplify Your Contracts – Do You Know How? Ms. Vikee Rayner – Consultant: Simplified	12h00 – 12h30
	Q & A	12h30 – 12h50

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<b>Session Room 2</b>	<b>Operations: The Latest In-Room Gadgets and Customer Feedback Systems</b>	<b>11h00 - 12h50</b>
	Hi-Tech Hotels – In Room Entertainment Mr. Damon Sergeant – Strategic Customer Executive: Kathea Hospitality Solutions	11h00 – 11h30
	Guest Feedback Systems and their Value Mr. Patrick Hijlkema – Director: Sales & Operations: ProServ International	11h30 – 12h00
	Interactive In-Room Entertainment Mr. Stefan Mayer – National Operations Manager: Teljoy Audio Visual	12h00 – 12h30
	Q & A	12h30 – 12h50
<b>Session Room 3</b>	<b>Sales Workshop (Part 1)</b> Mr. Clive Price – The Peer Group The Sales Process Sales Competencies of Professionals Sales Quiz and Self Improvement Check List	<b>11h00 - 12h50</b>
<b>Session Room 4</b>	<b>Customer Care &amp; Front of House Workshop (Part 1)</b> Mr. Errol van der Merwe – Ideaflow Customer Service Excellence – What Are World Class Standards How Do You Rate?	<b>11h00 - 12h50</b>

12h50 – 13h50 **Lunch** – Networking Opportunity

<b>Session Room 1</b>	<b>Operational: Going Green: How Can You Save Money and The Planet</b>	<b>13h50 - 16h10</b>
	There is No Planet B Mr. Deon Robbertze – Executive Creative Director: Zoom Advertising, Ogilvy Earth Africa	13h50 – 14h30
	Renewable Energy Scoring – Will You Pass? Mr. Mark Owen – Business Development Manager: Honeywell Building Solutions	14h30 – 15h00
	Grey Water and Waste Recycling Systems Speaker to be announced: Veolia Water SA	15h00 – 15h30
	Q & A	15h30 – 16h00
	Days Round Up Mr. Deon Viljoen – Chairman: VOASA	16h00 – 16h10

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<b>Session Room 2</b>	<b>Legislation: Know The New Labour, Alcohol and Smoking Laws &amp; Amendments</b>	<b>13h50 - 16h00</b>
	Hospitality Labour Law Changes Ms. Dianne Robinson – Director & Partner: Integrated Labour Solutions	13h50 – 14h30
	Liquor Amendment Regulations Mr. Peter Arnold – Senior Associate: Strauss Daly Incorporated	14h30 – 15h00
	New Public Place Smoking Laws Mr. Peter Arnold – Senior Associate: Strauss Daly Incorporated	15h00 – 15h30
	Q & A	15h30 – 16h00
	Days Round Up Mr. Alex Bosch – Executive Director: VOASA	16h00 – 16h10
<b>Session Room 3</b>	<b>Sales Workshop (Part 2)</b> Mr. Clive Price – The Peer Group Intelligent Questioning Techniques Finding The Gaps Active Listening and Body Language Trial Closing FAB – Features, Advantages and Benefits	<b>13h50 - 16h00</b>
	Days Round Up Mr. Clive Price – The Peer Group	16h00 – 16h10
<b>Session Room 4</b>	<b>Customer Care &amp; Front of House Workshop (Part 2)</b> Mr. Errol van der Merwe – Ideaflow Being A Brand Boffin Brand and Your Promise You In The Brand and What Is Expected of You	<b>13h50 – 16h00</b>
	Days Round Up Mr. Errol van der Merwe – Ideaflow	16h00 – 16h10

16h10 – 17h00 **Whiskey Tasting**

19h00 – 23h00 **Awards Gala Evening and Entertainment**  
Master of Ceremonies – Mr. Barry Hilton  
**Dress Code Black Tie**

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## Day 3 – 31<sup>ST</sup> May 2011

08h00 – 08h30 **Registration** – Southern Sun Elangeni

08h30 – 08h40 **Welcome**  
Mr. Deon Viljoen – Chairman: VOASA

08h40 – 09h30 **A Global Insight into Shared Vacation Ownership**  
Mr. David R. Clifton – Managing Director EMEAA Interval International  
(Interval International Platinum Sponsor)

09h30 – 10h30 **Can You Change The Way You Think About Doing Business?  
Passport to the Future**  
Mr. Rinus Le Roux – Managing Director: UCAN Institute

10h30 – 11h00 **Tea Break** – Networking Opportunity

### BREAKAWAY SESSIONS

All breakaway sessions require pre-registration as seating is limited

SESSION ROOM	SESSION DESCRIPTION	TIME
<b>Session Room 1</b>	<b>Operational: Are You Star and BBEEE Graded?</b>	<b>11h15 – 13h00</b>
	Grading Shared Vacation Ownership Ms. Thembi Kunene – Chief Quality Assurance Officer: Tourism Grading Council of South Africa	11h15 – 11h45
	BBBEE & Hospitality – What You Need To Know Mr. Mbuso Zungu – Regional Executive Manager: Empowerdex	11h45 – 12h25
	Q & A	12h25 – 13h00
<b>Session Room 2</b>	<b>Fractional Ownership: Legal Structures and Funding Guarantee Cover</b>	<b>11h15 – 13h00</b>
	Legal Structures for Shared Vacation Ownership Ms. Shelley Mackay-davidson – Director: Edward Nathan Sonnenbergs	11h15 – 12h00
	Funding Guarantee Cover – Fractional Ownership Mr. Gavin Courtenay – Managing Director: SATIB	12h00 – 12h30
	Q & A	12h30 – 13h00
<b>Session Room 3</b>	<b>Sales Workshop (Part 3)</b> Mr. Clive Price – The Peer Group Courageous Sales Conversations Social Styles Presentation Skills	<b>11h00 – 13h00</b>

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<b>Session Room 4</b>	<b>Customer Care &amp; Front of House Workshop (Part 3)</b> Mr. Errol van der Merwe - Ideaflow Handling Complaints and Difficult Customers Intelligent Probing and Active Listening	<b>11h00 – 13h00</b>
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13h00 – 14h00 **Lunch** – Networking Opportunity

<b>Session Room 1</b>	<b>Marketing: How To Keep Your Customers In A Techno Age</b>	<b>14h15 – 16h30</b>
	Launch of Perspective Television Channel Mr. Paul Mattimoe – CEO: Perspective International	14h15 – 14h45
	Social Media – The Mystery Revealed Ms. Karen Parkin – Director: Britefire	14h45 – 15h15
	Customer Retention Management and The Digital Age Ms. Lyn Wilson – Head Digital Strategist: Ogilvy Interactive	15h15 - 15h45
	Q & A	15h45 – 16h15
	Conference Wrap Up Mr. Deon Viljoen – Chairman: VOASA	16h15 – 16h30
<b>Session Room 2</b>	<b>Legislation: Companies Act, Reporting On Share Blocks, Cross Border and Carbon Tax</b>	<b>14h15 - 17h00</b>
	The Effects of the New Companies Act on Share Block Structures Mr. Peter Arnold – Senior Associate: Strauss Daly Incorporated	14h15 – 14h45
	The Effects of Carbon Tax on the Hospitality Industry Mr. James Brice – Head: Sustainability Services: Grant Thornton	14h45 – 15h15
	2011 Budget and Cross Border Tax Implications Mr. Hylton Cameron – Executive Tax Manager: Grant Thornton	15h15 – 15h45
	Financial Reporting for Share Blocks Ms. Sharalene Randelhoff – Director: Price Waterhouse Coopers	15h45 – 16h15
	Q & A	16h15 – 16h45
	Conference Wrap Up Mr. Alex Bosch – Executive Director: VOASA	16h45 – 17h00

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<b>Session Room 3</b>	<b>Sales Workshop (Part 4)</b> Mr. Clive Price – The Peer Group Powerful Closes Handling Objections Summitting Sales	<b>14h15 – 16h45</b>
	Conference Wrap Up Mr. Clive Price – The Peer Group	16h45 – 17h00
<b>Session Room 4</b>	<b>Customer Care &amp; Front of House Workshop (Part 4)</b> Mr. Errol van der Merwe – Ideaflow Effective Communication Styles Telephone Skills and Etiquette Personal Image	<b>14h15 – 16h45</b>
	Conference Wrap Up Mr. Errol van der Merwe – Ideaflow	16h45 – 17h00

17h15 – 17h45 **VOASA Annual General Meeting**  
Mr. Deon Viljoen – Chairman: VOASA

**Conference Ends**

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