

TOURISM AND HOSPITALITY CONNECT

10am-3.30pm, Monday 31st July 2023
Perth Town Hall



WESTERN AUSTRALIA

With your passion, life experience and appetite for learning and adventure, you have everything you need to deliver exceptional experiences to locals and visitors alike.

As well as flexible work hours, you can choose from a range of casual, part-time and seasonal roles best suited to your lifestyle. Meet new people, share your stories and live and work in wondrous places. Whether its driving a 4WD, skipping a boat, checking guests into a holiday park, creating the evening aperitivo or sharing your stories with a tour group, WA's tourism and hospitality community offers an adventure for everyone.

The Tourism & Hospitality Connect is an opportunity for mature-age job-seekers to connect directly with industry employers for fast-paced information sharing and networking sessions providing insights into a range of jobs you may never have considered, opening up amazing opportunities

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TOURISM &
HOSPITALITY

WESTERN AUSTRALIA

TOURISM AND HOSPITALITY CONNECT

10am – 3.30pm, Monday 31 July 2023
Perth Town Hall, 601 Hay Street, Perth

PROGRAM

10.00am - Registration Opens - Tea and Coffee on Arrival

10.30am - MC Introductions and Workshop Overview

- Morning MC - *Ryan Mossny - FACET Chair, and Co-Owner of Two Feet & a Heartbeat and Matagarup Zip+Climb*
- Afternoon MC - *Adie Chapman – Owner/Founder of Oh Hey WA*

10:35am - Welcome to Country

- *Trevor Walley – Elder, Kambarang Services*

10.45am - Opening Address

- *Ms Meredith Jane Hammat MLA
Parliamentary Secretary to Deputy Premier; Treasurer; Minister for Transport, Tourism*

10.55am - Guest Tourism and Hospitality Industry Speakers - Followed by Q & A

- *Hear from mature-age West Australians representing different job roles in the tourism and hospitality industry, talking about their experiences, opportunities and the benefits of working in the industry:*

- *Vaughan Sadler – Tour Guide with Two Feet & a Heartbeat, and Volunteer Guide for the City of Perth*
- *Stuart Spicer – Assistant Chief Concierge at the Pan Pacific Hotel Perth*
- *Gary Beadle – Blinding Pty Ltd and owner of small bar Lot 20 previously Tiki as FK, 399, and FIVE*
- *Antonietta Andreotta - Function Supervisor & Food and Beverage Attendant, RAC Arena*
- *Mannie Shea – Tour Guide, Fremantle Prison*
- *Clare Parslow – Fremantle Terminal Manager, Akorn Australia & New Zealand*
- *Chris Henn – Coach Driver/Guide, Pinnacle Travel Group/Australian Pinnacle Tours*
- *Angela Wong – Director of Human Resources, The Ritz-Carlton, Perth; and Isabel Ringis, Personal Assistant to General Manager, The Ritz-Carlton, Perth*
- *Jan Barrie and Jeremy Perks - Owners/Founders of Global Gypsies Tours and Training (pre-recorded video)*

12.05pm - Funding and Incentives

- *Wayne Murray, Acting WA State Manager from the Australian Government Department of Employment and Workplace Relations*

12.15pm - Short Break





PROGRAM continued

12.20pm - Employer Connect Session

- Meet with tourism and hospitality industry employers to learn about on the job training and job opportunities - 'speed dating' format.

Employers to be represented on the day:

- Accor
- Akorn Australia & New Zealand
- Blinding Pty Ltd and small bars, Lot 20 previously Tiki as FK, 399, and FIVE
- Caravan Industry Association WA
- Coates Wildlife Tours
- COMO The Treasury and State Buildings
- Fremantle Prison
- Nauti Picnics
- Pan Pacific Hotel Perth
- Pinnacle Travel Group/Australian Pinnacle Tours
- RAC Arena
- RAC Parks and Resorts
- Sealink
- The Ritz-Carlton, Perth
- Two Feet & a Heartbeat
- Western Australian Indigenous Tour Operators Council (WAITOC)

Prize Draw - Prior to Lunch

1.10pm - Lunch and networking opportunity

- Lunch and opportunity to chat with employers, or speak directly with guest speakers about their job roles.

2.00pm - Tour “Taster” Experiences Commence

- Perth City Walking Tour - Join a tailored walking tour provided by Two Feet & a Heartbeat and Oh Hey WA, of the Perth city centre and historical area surrounding Perth Town Hall, as a “Taster” of what a tour guide job role looks like.
- Perth City Coach Sight Seeing Tour - Join a tailored city coach tour provided by Australian Pinnacle Tours as a “Taster” of what a coach captain job role looks like.
- Behind the Scenes of the Ritz-Carlton, Perth – experience a specially curated tour of The Ritz-Carlton, Perth to explore your next potential work environment. You will interact with staff of The Ritz-Carlton, Perth and find out what it is like to work at this luxury hotel.

3.30pm - End of Event and Tours

This Event is presented by FACET on behalf of Tourism Western Australia.





Ms Meredith Jane Hammat MLA – Parliamentary Secretary to Deputy Premier; Treasurer; Minister for Transport, Tourism

Meredith was elected to the Western Australian Parliament as the Member for Mirrabooka in March 2021. She was appointed Parliamentary Secretary to the Minister for Education; Aboriginal Affairs; Citizenship and Multicultural Interests in December 2022, and Parliamentary Secretary to the Deputy Premier; Treasurer; Minister for Transport; Tourism in June 2023. The electorate of Mirrabooka is one of the most diverse in the State and Meredith enjoys working with representatives of the many multicultural communities in the area. Meredith has a Masters degree from the University of WA and is a graduate of the Australian Institute of Company Directors.



Vaughan Sadler - Tour Guide, Two Feet & a Heartbeat and Volunteer Guide for City of Perth

Vaughan is a former school teacher, principal and education administrator. With a degree in history, he enjoys telling stories of Perth and Fremantle. Vaughan has worked for *Two Feet & a Heartbeat* as a guide for the past seven years and is also a volunteer guide for the City of Perth. Vaughan wrote (along with a Two Feet colleague) the Crimes of Perth Tour and Crimes of Fremantle Tour. The Crimes of Perth tour, which often sells out weeks in advance, showcases the dark past of some of Perth's most iconic locations – from the former Red Light District in Kings Street, to murders and jewellery heists in the Hay Street Mall. The Crimes of Fremantle tour follows the port city's chequered history and explores the dark events that have taken place since colonial times – from riots and theft to murders and mutinies. Vaughan was once rung up by a murderer to make sure he had the story of her murder correct!



Stuart Spicer – Assistant Chief Concierge at the Pan Pacific Hotel Perth

Stuart is Assistant Chief Concierge at the Pan Pacific Hotel. He has been in hospitality for 18 years, with 12 of those at the Pan Pacific in Perth. Stuart will explain what the concierge role entails and share his timeline in the hospitality industry. He has taken on a range of roles over the years and will talk about the many benefits he has enjoyed through his work in the tourism and hospitality sector. Stuart will also speak briefly about the Les Clefs d'Or program and its purpose.



Gary Beadle – Blinding Pty Ltd and owner of small bar Lot 20 previously Tiki as FK, 399, and FIVE

Gary Beadle is the godfather of Perth bartending and started Perth's first small bar (399). He also operates his Bar School www.cocktailtraining.com.au and consults to the industry upon request. In his own words: "I've been bartending coming up to four decades and I still love it, there's plenty I don't like about it, but I don't spend time worrying about that, to quote the great man Bruce Lee: "If you love life, don't waste time, for time is what life is made up of." I grew up in South London in a working-class family where a tin of "Swarfega" lived by the kitchen sink, this meant if you lived in our house you were expected to come home with your hands covered in grease. Things were always tight, and we had little in the way of worldly possessions, but we always found a way to make our own fun. We grew up playing cards as a family because we were never able to afford a TV, which is still one of the key factors I feel in my passion for hospitality lasting, I love the banter and a good chat, as anyone that knows me will tell you. Note: Swarfega was a hand cleaner only slightly less powerful than a nuclear war, it still exists but the ingredients have changed due to its caustic nature."



Antonietta Andreotta - Function Supervisor & Food and Beverage Attendant, RAC Arena

Antonietta started in hospitality at Fraser's Function Centre in Kings Park (from 2013 to 2016) with no experience at all and within two years she was a supervisor. She now works at the RAC Arena (since 2016) as a supervisor, suite attendant, food and beverage attendant and with the set-up crews for functions. Antonietta also works at Optus Stadium (since 2017) as an attendant in the corporate suites. She has yet another job at ANZAC House where she started in 2020 as a supervisor, food and beverage attendant, set-up crew member and is now teaching new staff. Antonietta has a passion for her work in the tourism and hospitality industry and enjoys the range of benefits her flexible employment roles provide.



Mannie Shea – Tour Guide, Fremantle Prison

Marilyn (Mannie) Shea resigned from the stressful full-time workforce two years ago. In preparation for her transition to semi-retirement, three-and-a-half years ago Mannie commenced work, one shift per week, as a tour guide at Fremantle Prison. It was therefore an easy transition with one shift per week being extended to approximately 16 hours per week on a permanent part-time basis. This gave Mannie a fantastic opportunity to keep mentally and physically fit plus engaging with the broader global community without the stress of a full-time career role. No desk, no emails, no phone calls! The pleasure of meeting and greeting visitors – locals, interstate tourists, overseas guests – has been very rewarding and has provided a happy and fulfilling role on a part-time basis. Mannie is very much enjoying her semi-retirement and could not recommend it highly enough. Freedom, ample free time plus still making a contribution to the local economy (and a nice little top up to the Super too!).



Clare Parslow – Fremantle Terminal Manager, Akorn Australia & New Zealand

Clare started in the cruise industry in 1989 and is now the WA representative for Abercrombie and Kent (A&K)/Akorn based in Perth. Akorn Destination Management is a division of A&K that offers quality Ground Operation Services to various cruise brands all around Australia, including P&O Australia, Princess Cruises, Carnival Cruise Lines, Holland America, Carnival UK, Ponant and Seabourne. A&K is a luxury travel company founded by Geoffrey Kent in 1962, and he is still CEO. It started out doing luxury safaris in South Africa when nobody else was. Today the company has more than 50 offices worldwide. Akorn started operating shore excursions in 2007/2008 and has grown to be one of the largest ground handlers in Australia, handling all ports and representing almost all the cruise lines that visit Australia. Clare will talk about her passion for the cruise industry and the job opportunities on offer for mature-age West Australians looking for new and fascinating adventures.



Chris Henn – Coach Driver/Guide, Pinnacle Travel Group/Australian Pinnacle Tours

Chris is a mature-age coach driver who started with Pinnacles in 2006. He began driving smaller vehicles for airport transfers and moved to bigger vehicles because he had heavy vehicle licences from his youth. Most of his previous working life he was employed as a sub-editor for the Countyman, a subsidiary of The West Australian newspaper. He was educated at Guildford Grammar School where he was a house captain, an officer in the school cadets, played football and rowed in the Head of the River, and after school in the Kings Cup in Tasmania. Tourism was a natural fit for him. He has a wide range of interests, from flying (he held a Private Pilot's Licence), boating and scuba diving, sports cars and motor cycles and for the past 30 years has played average golf. He is married with three children and nine grandchildren. After retirement from WA Newspapers he and his wife spent three months in Britain and Europe to see some of their family history. Chris believes there are many opportunities for young and older men and women in the tourism industry because it offers flexibility of working hours and the chance to meet many interesting people from all walks of life.



Angela Wong – Director of Human Resources, The Ritz-Carlton, Perth

Angela has been with The Ritz-Carlton for over 17 years. She started her career as a Front Office trainee with The Ritz-Carlton, Singapore and has held several positions in various departments before transferring into Training, then Human Resources. Angela has also worked with The Ritz-Carlton in the Middle East (Bahrain and Dubai) and China (Sanya). Angela has also participated in several hotel openings worldwide including The Ritz-Carlton in Perth and Melbourne.



Isabel Ringis, Personal Assistant to General Manager, The Ritz-Carlton, Perth

Isabel is Personal Assistant to the General Manager at The Ritz-Carlton, Perth, and has worked in hospitality for 25 years, initially specialising in front office operations management with various hotel groups in Australia, the USA, and the United Kingdom. Following her return to Australia in 2021, Isabel changed industries, taking on an administration role at The Royal Perth Golf Club. However, the call of hotels was too strong, and just on a year ago to the day Isabel joined The Ritz-Carlton, Perth.



Jan Barrie and Jeremy Perks - Owners/Founders of Global Gypsies Tours and Training

Global Gypsies is an award-winning touring and training company based in Perth and operating around the globe. Over the past 25 years Jan and Jeremy have run dozens of successful tours and training sessions, built up a sound reputation and established a loyal client base. Born in Africa, Jeremy is a professional Tour Guide and winner of the prestigious FACET Golden Guide Award in 2004. In addition to designing and running outback and overseas adventures, he is an accredited trainer who runs courses in tour guiding, towing, 4WD'ing and basic mechanics. Before he became a guide, Jeremy was Managing Director of a major advertising agency in Southern Africa. After successfully expanding the business into East Africa, he decided to quit the corporate world to manage a safari camp in Kenya's Rift Valley. From then on, he was hooked - tour guiding became his passion and career. Jeremy and his partner, Jan, a writer and communications consultant, met in Nairobi and traveled through Africa for two years working as photo-journalists before Jeremy immigrated to Australia in 1997. Within weeks the couple had established Global Gypsies. They've also published a top-selling book entitled "How to be an Award-Winning Tour Guide".



Trevor Walley - Kambarang Services

Trevor is a Noongar Elder who has had a career spanning more than 30 years bringing Aboriginal culture into schools throughout the Perth metropolitan area, as well as sharing his culture with a wide range of community groups and organisations. His passion for his culture, combined with his considerable communication skills, has touched the lives of many West Australians and he continues to work as a cultural consultant with Kambarang Services.



Ryan Mossny - Chair of FACET and Co-owner of Two Feet & a Heartbeat Tours and Matagarup Zip+Climb

Ryan Mossny is the co-owner/co-founder of Two Feet & a Heartbeat walking tours and Matagarup Zip+Climb. His specialties include tourism product development, product planning, heritage/historical/cultural interpretation, tour guide training, financial sourcing/management, place making and grant application management. In 2021 Ryan and his business partner, Ryan Zaknich, launched their newest business venture, Matagarup Zip+Climb that sees guests climb up and over Perth's iconic Matagarup Bridge and/or zipline off the structure to the Burswood Peninsula. Ryan is recognised as a leader in the tourism and heritage fields having received a number of awards including a 2018 WA Heritage Award for Professional Contribution; 2015 WA Business News 40under40 winner; and 2012 FACET Golden Guide Award winner. He is on the Board of Visit Mandurah and The Museum of Perth, and is a WA Parks Foundation Ambassador.



Adie Chapman - Owner/Founder of Oh Hey WA

Adie Chapman is the vivacious founder of Oh Hey WA walking tours. She is a Perth-enthusiast who is passionate about showcasing our amazing city to help visitors and locals fall in love with Perth! At the Western Australian Tourism Awards in 2021, Adie was awarded the Sir David Brand Young Achiever Medal in recognition of her ongoing contribution to the WA Tourism Industry.

*Tourism Western Australia and FACET thank you for your participation in this event
and hope you have been inspired to consider a role in
WA's amazing tourism and hospitality industry.*

