

The Keno AHG Expo Presents



SCHEDULE

WEDNESDAY 7 MARCH

When	Who	What
10:30am	Brian Kelly Chief Executive Officer at Black Swann International	Emerging Security Threats in the Gaming Environment
11:10am	John Ioane Head of Marketing at Tabcorp Gaming Solutions	What's Driving your Customers? A look into recent customer and visitation drivers research, and top tips to engage and retain your members through loyalty and CRM.
11:50am	Jeremy Ward Partner at Cayas Architects	5 things you need to know to make your venue a success.
12:30-13:30	LUNCH	
1:30pm	Trent Wonnacott Product Analyst at Tabcorp Gaming Solutions	Maximising Gaming Room Performance: Know the metrics used to analyse your gaming floor, game performance trends, diversification of product offerings and more.
2:10pm	Matthew Arthur (Department of Environment and Science) & Carly May (Chamber of Commerce and Industry Queensland)	Introducing the ecoBiz program which supports businesses to reduce energy, waste and water bills, helping you save money and reduce your environmental footprint.
2:50pm	Wayne Carlson Tourism Advisor - Specialist	Who's a tourist? Why are they travelling? What do they want from a club?

THURSDAY 8 MARCH

When	Who	What
10:30am	Peter Brewer Social & Digital Media Consultant	Are you living up to the brochure?
11:10am	Ken Burgin Manager, Content Sales & Marketing at Silver Chef	Menu Profits: See how simple design and pricing changes can influence customer choice and boost the popularity and profits of your menu.
11:50am	Ty Tiereny Key Account Manager at Treasury Wine Estates	Did someone say Wine on Tap? The future trends of wine in venues
12:30 (held during lunch)	Ken Burgin of Silver Chef interviews Gary Johnson , National Food Director of Spirit Hotels (Coles Group).	Finding and Keeping Good Chefs: Recruitment and retention secrets - usable for operators of all size.