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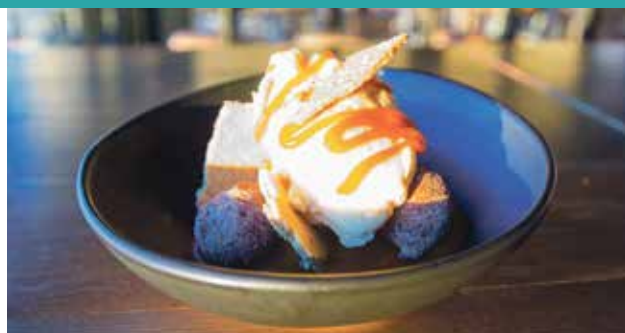
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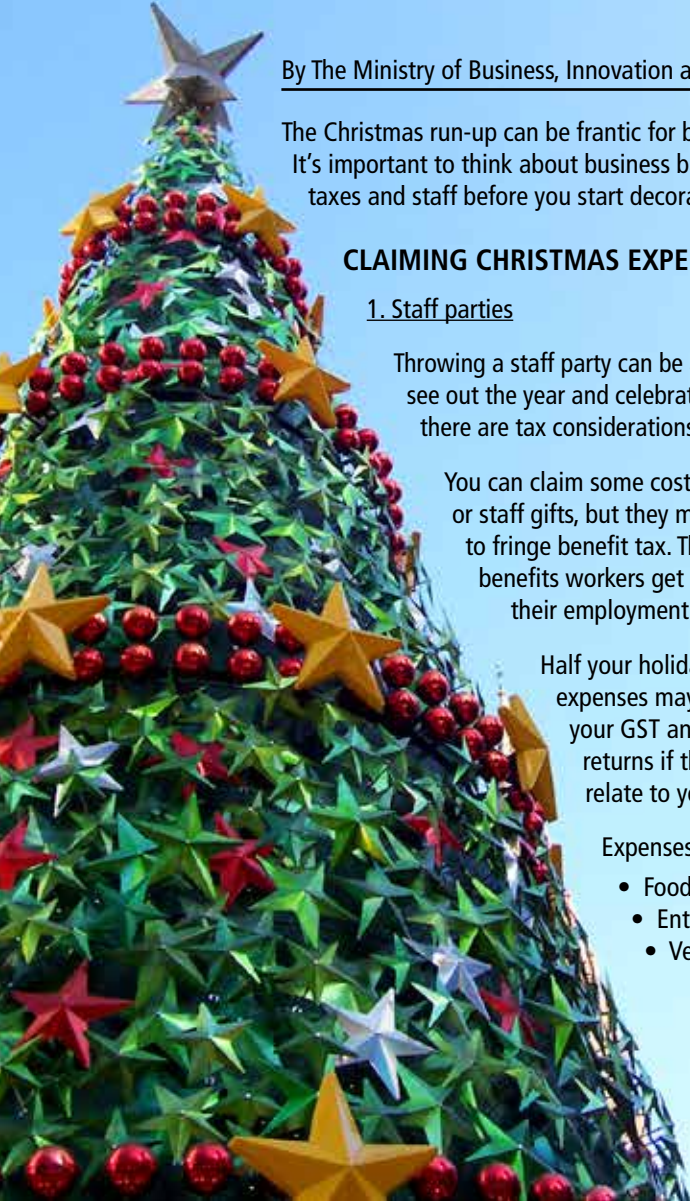
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It's A Wrap: Preparing For The Christmas Break



By The Ministry of Business, Innovation and Employment

The Christmas run-up can be frantic for business owners. It's important to think about business basics like paying taxes and staff before you start decorating the tree.

CLAIMING CHRISTMAS EXPENSES

1. Staff parties

Throwing a staff party can be a great way to see out the year and celebrate successes, but there are tax considerations to think about.

You can claim some costs of a party or staff gifts, but they may be subject to fringe benefit tax. This is paid on benefits workers get as a result of their employment.

Half your holiday party expenses may be claimed in your GST and income tax returns if the expenses relate to your business.

Expenses can include:

- Food and drink
- Entertainment
- Venue hire.

2. Business gifts and entertainment

Generally, you can claim the costs of gifts as a business expense, eg hampers or gift vouchers. But you may need to pay fringe benefit tax on these gifts.

A meal out provided by the business is an entertainment expense and you can claim 50% as a business expense.

3. Giving to charity

You can deduct 100% of the cost of entertainment you provide to members of the public for charitable purposes. For example, if your business donates food to a party at a hospital.

PAYING STAFF OVER THE HOLIDAYS

When there's a public holiday on a day your employee usually works, they're entitled to a paid day off – no matter how long they've worked for you.

You can only require employees to work a public holiday if it's written in their employment agreements.

Also, if they agree to work, you must:

- Pay them at least time and a half
- Give them another paid day off later.

Mondayisation

When a public holiday falls on a Saturday or Sunday, employees who don't normally work then get the following Monday as their paid public holiday – this is called Mondayisation.

The public holidays for the upcoming Christmas break, with the day of the week they fall on, are as follows:

- Christmas Day – Monday, 25 December 2017
- Boxing Day – Tuesday, 26 December 2017
- New Year's Day – Monday, 1 January 2018
- Day after New Year's Day – Tuesday, 2 January 2018.

FACT: Any employee can ask to transfer a public holiday to another day.

You must consider requests unless you have a policy that prevents transferring public holidays.

WORKING ON A PUBLIC HOLIDAY

An employee is entitled to a full alternative day off if they work on a public holiday – no matter how many hours they worked that day.

But they don't get an alternative day off – also called a day in lieu – if:

- They only ever work public holidays
- They wouldn't normally have worked that day
- They were on call but didn't work, and being on call didn't stop them doing what they wanted to with their day.



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Mark Nogaj - EDITOR



TGH Plans 40 Room Expansion For Novotel Tainui Hamilton



The Novotel Tainui Hamilton hotel will undergo a 40-room expansion next year to serve the hotel's growing customer base in the quality accommodation market.

The hotel is owned by Waikato-Tainui through its intergenerational investment arm Tainui Group Holdings (TGH).

Rukumoana Schaafhausen, Chair of Te Arataura, the executive committee of Waikato-Tainui says the expansion is a statement of confidence in the economic future of Hamilton, Waikato and the Iwi.

"With the recent growth of tourism to become New Zealand's number one export earner, Waikato-Tainui is well placed with this 40-room expansion and other recent hotel investments to be part of this growth story and for our tribal members to take advantage of the new work opportunities which come with it," Ms Schaafhausen says.

TGH Chief Executive Chris Joblin says the \$13 million investment by TGH, along with the company's recent opening of the Puurua TGH Partner Centre in Hamilton's Victoria Street, will make a significant contribution to the vitality of the Hamilton CBD.

"With the new extension, Novotel Tainui Hamilton will be to offer 217 contemporary rooms and suites to guests, ensuring Hamilton has a hotel offering of the quality and

scale to match demand as the city grows as a business and visitor centre over the next few years," Mr Joblin says.

Novotel Tainui Hamilton, opened in 1999, has been the city's pre-eminent hotel for the past 18 years.

Construction of the extra rooms is expected to start in mid-2018, with the extension scheduled to open by mid-2019, and Mr Joblin says every effort will be made to minimise noise and visual disruption to guests and hotel operations.

The extension will have four levels with ten rooms per level, with the new rooms to be the same size and layout as typical rooms within the existing hotel.

"The building form and materials will, where possible, match the existing hotel for maximum visual appeal," he says.

Waikato-Tainui also owns the 126 room ibis Hamilton Tainui hotel, and at Auckland Airport, has a half share in the 263 room Novotel Auckland Airport, with a fourth hotel, Pullman Auckland Airport – Te Arikiniui – (300 rooms) jointly under development with Auckland International Airport Ltd.

"This is an exciting time for the Iwi, Hamilton and the Waikato region, with a lot of development underway combined with the continued benefits of the ongoing tourism boom. We're in a fortunate geographic position to provide overflow capacity for Auckland and help reinforce Hamilton as a potential economic hub for the future," Mr Joblin says.

Record Xmas Spending Projected But Retail Under Pressure

With just two months to go until Christmas, Retail NZ reckons that consumers will spend a record \$17.4 billion in the lead up to the big day, but says retailers are still facing intense competition.

"We know that some customers have already started their Christmas shopping, and that Kiwis are getting ready for the busy summer barbecue period," Retail NZ's General Manager for Public Affairs Greg Harford (pictured) , says.

"November and December are very busy months for retail in New Zealand. Online spending will likely peak in November, and we estimate Kiwis will spend a total of \$17.4 billion over the next two months across all retail categories, up around five per cent from last year.

"However, despite the likely increase in spending, it's not all rosy for retailers. Across the sector, retailers face strong

competition from each other domestically, as well as from global websites that have massive scale. While spending will likely be up over the next couple of months, margins are under real pressure, economic uncertainty is likely to put pressure on consumer spending, and many retailers are struggling to hit their sales targets.

"That said, retailers are hoping for a positive Christmas period. Smaller retail businesses especially often rely on a strong Christmas to sustain their businesses through the year, so it's really important for the sector that the season goes well. We're expecting uplifts in consumer spending, especially on clothing, sports and leisure, homeware, accessories and food and drink."





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Ruakura Secures Resource Consents To Meet Industrial Demand

Tainui Group Holdings (TGH) has secured resource consents to subdivide and develop the 48 hectare industrial site adjacent to stage one of its inland port and logistics hub at Ruakura on Hamilton’s eastern boundary.

TGH Chief Executive Chris Joblin says securing the consents for industrial development equips TGH to respond to the strong demand coming from Auckland and nationally for large scale industrial sites at the 480 hectare Ruakura development.

“Land costs and usage pressures in South Auckland have been driving enquiry South and we are in talks with a number of major manufacturers and distributors seeking large scale sites to future proof their operations,” Mr Joblin says.

“We are experiencing a high level of customer and tenant enquiries particularly from major warehousing and



TGH Chief Executive Chris Joblin

distribution businesses looking to relocate outside Auckland including significant players in construction equipment and materials, food and drink processing, and from within the dairy, forestry, horticulture and retailing sectors.

“Our potential tenants and customers can now be assured in their own planning for warehouses, distribution sites, pack houses or other facilities to take advantage of sites which are well connected by road and rail and offer port neutrality between Auckland and Tauranga. That certainty will be appreciated by businesses taking a long-term view of their own growth as well as growth in the golden triangle,” Mr Joblin says.

TGH expects to commence initial operations at the inland port in the first half of 2019.

ABOUT RUAKURA:

- Ruakura is a long-term 480 hectare development by Tainui Group Holdings (TGH), a kaitiaki (guardian) of the commercial assets of Waikato-Tainui.
- Ruakura is situated on the eastern side of Hamilton, around three kilometres from the CBD.
- It will become New Zealand’s largest integrated logistics, commercial and lifestyle development.
- The core of the development is the 31 hectare inland port offering ‘port neutrality’ to the seaports of Auckland and Tauranga through transport connections including the East Coast Main Trunk Line and full diamond interchange to the new Waikato Expressway set for completion in 2020.
- Adjacent to the inland port there will a 60 hectare logistics precinct to accommodate a range of substantial warehouse and distribution businesses.
- Beyond this are proposed precincts for light industry, innovation, residential and retail activities with around 50 hectares of green space for amenity, environmental protection and recreation.

Contact: www.ruakura.co.nz and www.tgh.co.nz



Future Of Founders Theatre - 3 Choices

Public consultation on the future of Hamilton’s Founders Theatre has commenced.

The Council is asking the public for comments on three specific options relating to the theatre:

1. Demolition of the building and returning it to green space.
2. Partial demolition of the building and repurposing it for other uses.
3. Reinstate the building for community use as a “town hall” type venue, albeit with some modifications.

Owned and operated by Hamilton City Council, the theatre was closed in February 2016 due to safety concerns relating to its aging flying system for hoisting scenery and lighting. A subsequent Detailed Seismic Assessment revealed the building is earthquake prone.



Sean Murray (pictured), Hamilton City Council’s General Manager for Venues and Major Events, says the theatre is a significant and iconic city asset and the public’s views on what should be done are important to the Council.

“For many Hamiltonians, there is a strong sense of attachment to Founders – but the reality

is the building needs a lot of work and investment to be brought back up to standard,” Mr Murray says.

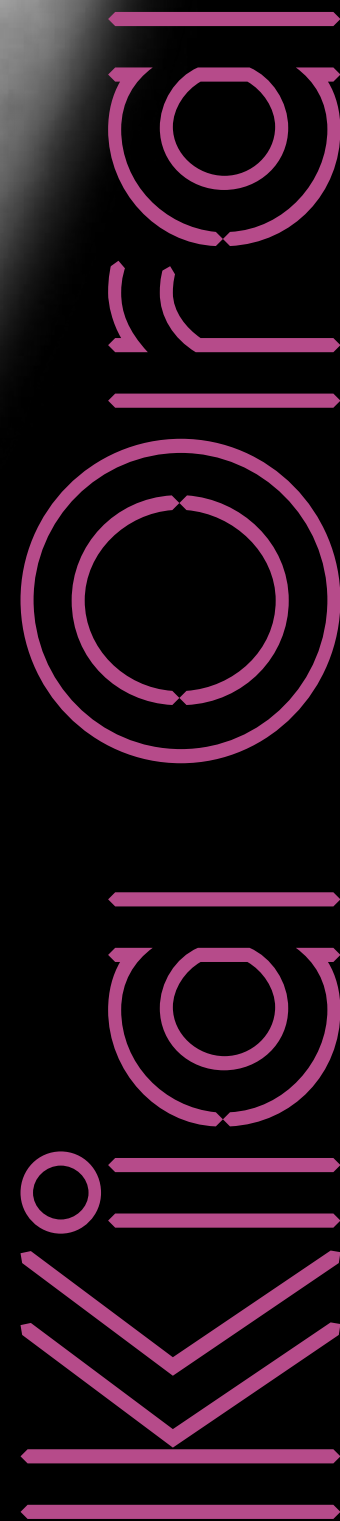
The public consultation runs through until 26 November, and respondents can provide comment through an online portal

which can be accessed from hamilton.govt.nz/founders. Physical submission forms will also be available at Hamilton City Libraries branches, Hamilton Pools facilities (Waterworld and Gallagher Aquatic Centre) and Creative Waikato.

“Once the consultation period has closed, the comments will be compiled and analysed, and inform a staff report to Council in December,” Mr Murray says.

The public consultation process runs parallel to two other projects relating to Hamilton’s theatres – the ongoing development and planning for a Waikato Regional Theatre and led by Momentum Waikato, and the Expressions of Interest process through which community groups can signal any plans they may to make use of Founders.

CONTACT: phone 838 6443, www.hamilton.govt.nz, sean.murray@hcc.govt.nz



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The three-year full immersion Bachelor of Māori Advancement starts in Hamilton in 2018.

It combines Māori cultural principles and practices with academic excellence which allows tauira to refine their te reo Māori further through research and exploration.

Tauira with advanced te reo Māori skills can also take their leadership, innovation, grammar and translation skills to higher levels.

Beau, who has Māori and Samoan ancestry and was schooled in a wharekura environment, says the programme's aspirations are lofty but his view of it is quite simple.

"Like most of our other reo Māori programmes at Te Wānanga o Aotearoa the analogy you can take is that you're climbing a mountain and Te Paritūtanga is literally like a steep cliff before you."

"You're very near the top of the mountain, you're at the upper reaches but not quite at the top - and that's the most challenging part about this programme, to be so close."

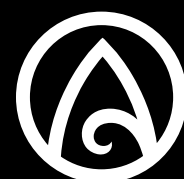
Beau says tauira with a love and passion for te reo Māori and aspirations to go further with their language should consider the programme.

"Te Paritūtanga o te Reo takes your language to those greater heights that we aspire to. Where this programme differs from our other te reo Māori programmes is the research component throughout the three years."

"This is about pathwaying tauira on to even greater things. With a love of te reo Māori our tauira can do anything - there really are a lot of opportunities."

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10-Year Plan Meeting Deferred To December

Hamilton City Council's meeting to consider the draft 10-Year Plan has been deferred to Wednesday 6 December.

The meeting was originally scheduled for 19 October. Mayor Andrew King says it's important the draft plan he presents for Councillors to consider fully addresses the city's opportunities and challenges.

"We already had 6 December allocated as a 10-Year Plan discussion date, so the extra time will allow me to seek further detail on some topics and further feedback from councillors on the framework and budget for the plan," Mayor King says.

The 10-Year Plan, reviewed every three years, is initially led by the Mayor and then discussed by the Council. It sets out the Council's priorities for the next decade, how it provides the things Hamilton and its communities want and need, and how those things are paid for.

A draft plan is scheduled to be adopted in December, will go to public consultation and hearings early next year and is due to be adopted by June 2018.

For further information on the 10-Year Plan process and opportunities for public submissions see www.hamilton.govt.nz/10yearplan. CONTACT: info@hcc.govt.nz, Ph 838 6699.



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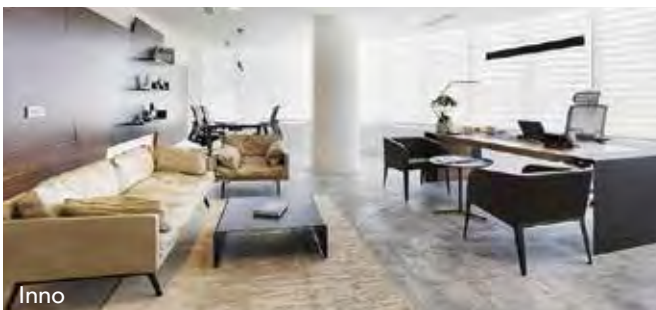
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5 Ways To Improve Your Website's Bounce Rate

By Aaron Enright, Hypercube

A high bounce rate suggests that people are coming to your website and leaving immediately, without exploring more than one page.

Various factors can contribute to a high bounce rate including:

- Poor content,
- A website that loads slowly,
- Use of misleading tags for the purpose of attracting an audience,
- Poor optimisation efforts and intrusive advertising.



So, what's a normal bounce rate and when does it get to be too high?
The average bounce rate for websites is 49%. A bounce rate of 25 to 30% is optimal but very difficult to achieve. Websites that have a bounce rate exceeding 70% are usually struggling with a serious problem.

You can get data about your website bounce rate from your Google Analytics profile. Based on the information found there, it's possible to come up with an array of solutions for the problem.

1. WORK ON A QUALITY VISITOR EXPERIENCE

- Even if your website features high quality content, it will still maintain a high bounce rate if it provides a poor user experience.
- Pop-ups and other aggressive advertising methods are the most disruptive things that have a negative impact on the website bounce rate. Even if you're trying to sell, there are more subtle ways to accomplish the goal.
- A recent survey suggests that 70% of people find pop-ups to be annoying. They've been ranked close to lottery scams when it comes to the negative response of the audience.
- If you're looking for ways to advertise, make it relevant.
- Content that comes with a call to action, a request for the person's email address in exchange for a free ebook and other unobtrusive brand establishment tools will deliver much better results.

2. OPTIMISE FOR THE RIGHT VISITORS

- A high website bounce rate could be the result of a single landing page that's attempting to appeal to a diverse audience.
- When carrying out online campaigns, you're probably attempting to accomplish various goals. In order to make it happen, you need to have a pretty good idea about your target audience and the types of content these people would like to see.
- To get better results, you need to create different landing pages that address the specific needs of different audiences.
- Optimising these pages for the right set of keywords will enable you to do audience segmentation and give people something relevant, something that they'd want to see.

3. IMPROVE THE QUALITY OF YOUR CONTENT

- Website content is the most important asset you have when it comes to establishing a solid audience and keeping these people engaged.

- Work hard on creating intriguing, original and relevant content, infographics and videos. Today's audience is no longer interested in straightforward promotion. If you're capable of giving people something useful, they'll probably spend more time interacting with your brand.
- To reduce the website bounce rate, you should also consider website specialisation. Make your content niche and explore topics that others aren't focusing on. This way, you will attract an audience that has a particular interest in the topic and that will be likely to explore a big number of pages.

4. WORK ON IMPROVING THE WEBSITE'S SPEED

- A slow loading time has already been identified as one of the factors that can have a serious negative impact on the website bounce rate. If your page takes a lot of time to load properly, chances are that people will move on to another source of information. This trend has become even more prominent with the rise of mobile technology.
- Tools like Pingdom will give you some idea about the current performance of your website and the areas in need of improvement.
- If you don't have the knowledge to speed up the website on your own, consider hiring a professional team for the job.

A few simple enhancements like a hosting change, image optimisation and better caching can all have a profoundly positive impact within a short period of time.

5. IMPROVE YOUR CALL TO ACTION

- One final simple thing you can do to enhance the website bounce rate is providing better calls to action on your pages.
- Less than half of all websites have a call to action button that's easy to see and that people spot within three seconds of visiting a website. That's an essential when it comes to getting the results you're hoping for.
- Call to action improvements can focus both on the design and the phrasing. Be concise, be visible and tell people exactly what you want from them.
- A focus on website quality is the best way to bring down the website bounce rate, get the audience engaged and carry out successful marketing campaigns. Think about your audience rather than about sales and you'll soon see the difference.

CONTACT: Aaron Enright, HyperCube Website Design, Phone: 07 282 0700, www.hypercube.co.nz, 23 Jellicoe Dr, Hamilton East, Hamilton. aaron@hypercube.co.nz



Andy Collins Elected To NZ Taxi Federation Executive

Following the deregulation of New Zealand's taxi service industry in 1989, the number of taxis increased from 2,700 to around 7,000 today.

"The New Zealand Taxi Federation (NZTF) and its members are committed to being the best in the industry. The results speak for themselves. Whilst other companies have come and gone, our members continue to go from strength to strength providing one of the highest levels of service in the world." Says Andy Collins (pictured), General Manager, Hamilton Taxis.

" You can easily spot a NZTF car by the logo on the rear, passenger door."

The NZ Taxi Federation Executive lobby political parties on legislative matters – including very strong representation on the recent Legislative changes that came into effect on 1 October 2017.

At the NZ Taxi Federation Annual Conference in Tauranga October 2017 Andy was elected as the Waikato/Bay of Plenty Executive member.



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East Ward By-Election Postal Vote In New Year

Hamilton City Council will hold a by-election in February 2018 for the East Ward seat left vacant by the passing of Councillor Philip Yeung (pictured).

Electoral law specifies that if a council vacancy is notified between late September and late November the resulting by-election is not to happen before mid-February, due to Christmas-New Year break and summer holidays.



Key dates for the East Ward by-election are:

- Candidate nominations open – 9am, Friday 24 Nov 2017
- Candidate nominations close – noon, Friday 22 Dec 2017
- Postal voting period opens – 9am, Friday 26 Jan 2018
- Election Day, close of voting – noon, Saturday 17 Feb 2018.

Potential candidates can direct their inquiries to elections@hcc.govt.nz

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Busy Year Makes Progress On Range Of Fronts

Some of the key highlights of Waikato Regional Council's latest financial year include:

- Public notification of a major plan for improving rivers health,
- A nationally ground-breaking freshwater strategy,
- Helping Hauraki communities respond to record flooding,
- And solid progress on coordinated regional development and planning.

The 2016/17 annual report, outlined how these and other activities under a \$120 million budget were carried out and the year ended with a cash surplus of \$311,000, confirming the council set and managed the budget prudently.




A summary of the annual report highlighted:

- Notification of Proposed Plan Change 1 for the Waikato and Waipa rivers after it was developed by a multi-sector Collaborative Stakeholder Group
- Creation of the freshwater strategy looking at new tools and systems to better protect and manage water resources over the next 50 years
- Involvement in creating the Waikato Story to promote the region better, work on the Waikato Means Business regional economic development and finalising the new long term Waikato Plan to boost regional co-operation
- Being part of finalising a new strategy for managing the Hauraki Gulf and creating an interactive online tool for helping communities prepare for sea level rise
- Aiding Hauraki communities to deal with record flooding, and providing staff and equipment to help out after the Edgecumbe floods and the Kaikoura earthquake.

The council received \$1.3 million more than budgeted in returns from its multi-million dollar investment fund which has been transferred to a reserve as protection against future returns.

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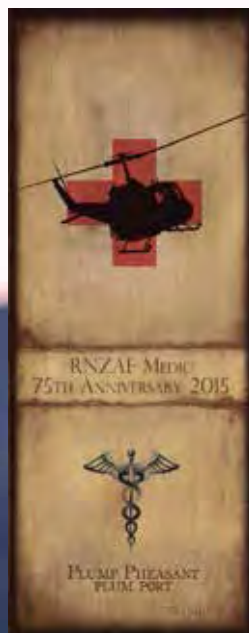
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Corporate Clowns

By Karen Watkins, Hamilton Christmas Charitable Trust

In the States at Christmas they get the CEO's of some of the companies in the city to take part in the Christmas Parades as clowns either spread throughout the parade or with a particular role.

It is to show the community that these people are 'real' and show a great Christmas spirit at Christmas.

The Hamilton Christmas Charitable Trust introduced this concept of "Corporate Clowns" to hand out the lollies to the children during the pre-parade timeframe and then if they wish to participate in the parade as well.

Asking CEO's to take part and pay for their own clown outfit (\$45 approx).

The trust helps with sourcing costumes, provide the lollies, buckets and get participants faces professionally painted. There is a support vehicle.

This is a real opportunity to show the people of Hamilton that everyone including our "leaders" have a great community spirit at Christmas.

We have over 300 children taking part in the parade every year and they have a great time.

There is still a child in all of us so an opportunity to have fun for just one day.



For more information, contact Karen Watkins, Hamilton Christmas Charitable Trust, email Karen@hamiltonchristmas.co.nz, PH:021 775 647, www.hamiltonchristmas.co.nz
WHEN: Sunday 10th December

Frictionless Ecommerce

By Tony Allwood, W3 Design

You can never make it too easy for your customers to give you money.

With people often being able to source your products from other websites you need to ensure you do not throw any speedbumps in their way.

Making it easy doesn't mean dumbing it down!

You need to collect information from your clients for you to process their order, but you must ensure that your stages of purchase are:

1. Straightforward,
2. Logical,
3. And not going to give the client the chance to rethink the purchase and go elsewhere.

There are several aspects of your e-commerce solution that you should examine to ensure that it is easy for your customers to complete the sales process.

In the real world, in the past, we have been asked to conduct mystery shopping exercises for clients to check out how their competitors treat customers.

From this, we can then help them to improve their services to customers.

Online you can do the same thing, without having to buy. You can go to the website of your competitors and make a purchase of a product that you sell or similar and see how their system compares to yours.

From this, you can see if you need to make any changes.

Whether it is described as our guest checkout or express checkout, you will still need to collect information from your customers to prepare and deliver their order.

If your system allows this process to be done in bite-size steps, this also allows you to gather valuable marketing information along the way.

The point at which the customer commits from simply putting items into a shopping cart to separating themselves from their money is the acid test of your process.

Do you have the right kinds of payment provider available on your site? There are roughly speaking four options:

- Firstly, there's bank transfer,
- Secondly, credit card payment,
- Thirdly, purchase order (for commercial customers),
- And a recent entrant into the payment system matrix are services like laybuy.com. Laybuy allows your customers to spread their payments over a six-week period, w3 are an approved supplier/installer of laybuy.

You should be offering as many of these payment provisions as you are comfortable offering.

There will be costs and fees associated with each, and you need to make sure that the payment service you offer will still allow you to make the profit level you wish.

One of the most neglected areas of the sales process is after sales service.

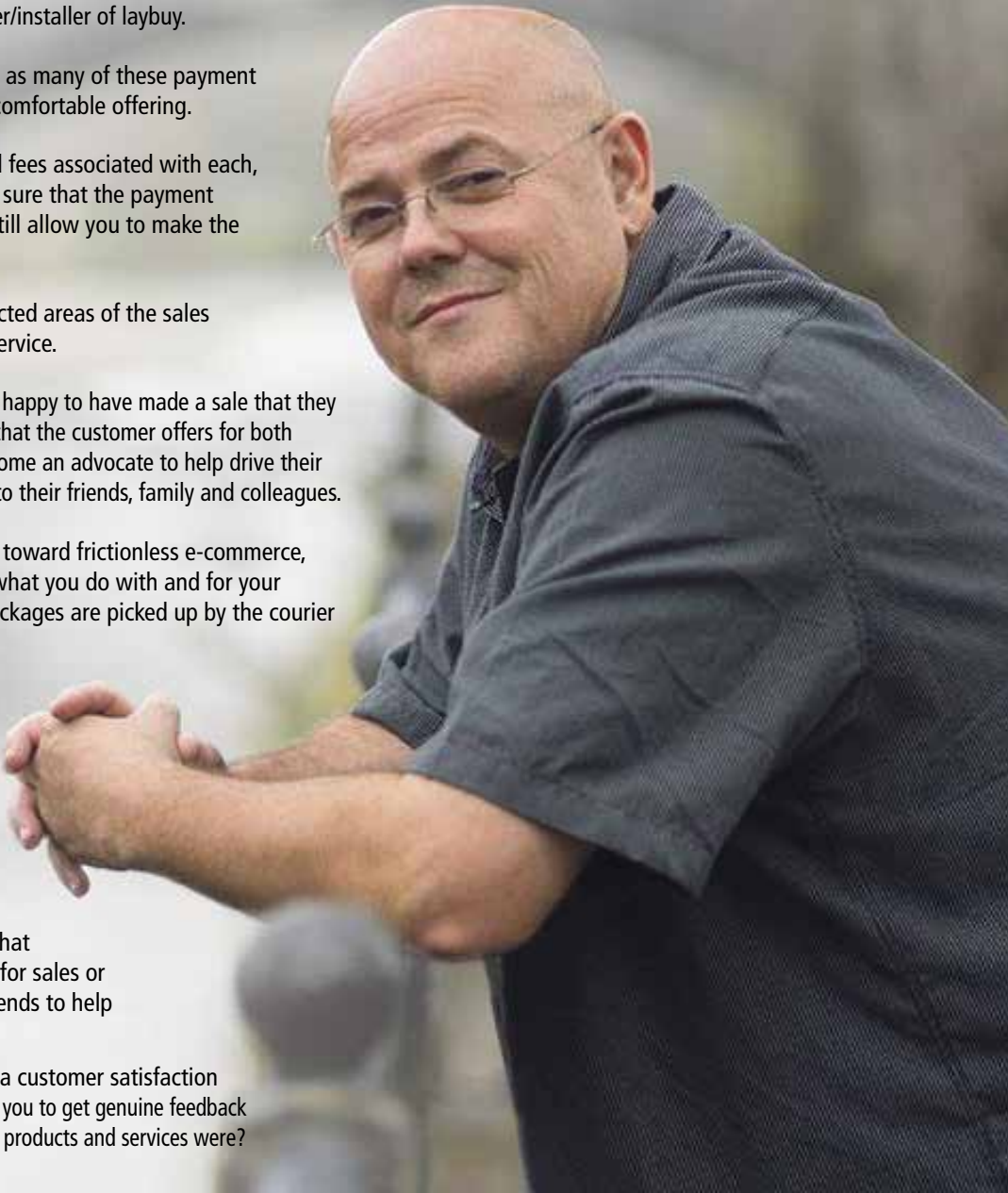
Most companies are so happy to have made a sale that they forget the opportunity that the customer offers for both repurchases and to become an advocate to help drive their brand with more sales to their friends, family and colleagues.

As part of the analysis toward frictionless e-commerce, you need to examine what you do with and for your customers after the packages are picked up by the courier company:

- Do you send them emails thanking them for their business and checking that the products arrived okay?
- Do you send future discount vouchers that they can either use for sales or pass out to their friends to help promote you?
- Or do you send out a customer satisfaction survey that will allow you to get genuine feedback about how good your products and services were?

Striving for frictionless e-commerce is an ongoing never-ending process. There are always ways of improving your customer's experience of dealing with you. All the above is equally true of course for non-e-commerce businesses. You always need to be constantly examining how you make it easy for your customers to deal with you.

CONTACT: Tony Allwood, Director, w3 design, website angels, Phone: 0800 933 374 , 021 065 9934, tony@w3design.co.nz, Office: 9 Perclo Place, Hamilton. www.w3.co.nz





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Fieldays Creates Record Economic Impact To NZ Economy

The Fieldays 2017 Economic Impact Report prepared by independent economist Dr Warren Hughes and Professor Frank Scrimgeour of the University of Waikato Management School's Institute of Business Research, highlighted a significant increase in Fieldays' contribution to the New Zealand economy.

New Zealand National Fieldays Society CEO Peter Nation says "This report shows record highs for the event and we're really proud of what we've achieved, both from an organisational point of view and what that means for New Zealand.

"We're constantly looking for ways to improve in an ever changing market and these findings are just going to drive us to deliver better results," said Nation.

- Fieldays' brand value has increased from \$380 million in 2016 to \$465 million in 2017.
- Fieldays broke the half-billion dollar barrier for the first time, generating \$538 million in sales revenue for New Zealand firms.
- Up by \$108 million on 2016, this significant increase in spending is an indication that New Zealand's economic growth is in a strong position compared to recent years.



Left to right: New Zealand National Fieldays Society CEO Peter Nation, University of Waikato Management School Professor Frank Scrimgeour, Independent Economist Dr Warren Hughes, and ANZ Chief Economist Cameron Bagrie at the Fieldays 2017 Economic Impact Report breakfast.

Dr Warren Hughes commented that the 2016 figures reflect the effects of two years of low dairy payouts, while 2017 is showing renewed confidence and increased expenditure in the dairy sector.

ANZ Chief Economist Cameron Bagrie commented on a strong rural community showing strength across the board.

"It's going to be a big economic tailwind for New Zealand over the next two to three years," said Bagrie.

This is evident in the creation of over 2,300 full time equivalent jobs in 2017, up from 2,021 in 2016. Of those, 900 were created in the Waikato alone, a 27% increase on the previous year.

Overall the Fieldays event has generated \$238 million to New Zealand's GDP, an increase of 24.7% over the 2016 year.

Economic analysis

- For every one of the 133,588 visitors through the gate \$4000 in sales was generated.
- Every entry through the gate by a visitor from outside the Waikato region generates \$317 spent in the Waikato hospitality sector.
- Every dollar spent during Fieldays, whether on accommodation, equipment sales, infrastructure etc generated another \$1.37 of sales revenue somewhere else in the New Zealand economy.
- Sales at Fieldays increased by 30% per site in 2017.
- 81% of patrons rated Fieldays as the most important or equally important annual event in New Zealand.
- Exhibitors estimate that 9.1% of sales made at Fieldays would have been lost if Fieldays did not exist.

Become A Better Communicator

By Philip Wicks, Wicks Dorey & Associates



Most of us perform better in one part of the communications process, as either a Speaker or a Listener, but don't go to the effort to make the most of our communicating abilities by improving the weaker skill. But our communication is likely to be so much better and more effective if we did. It's not too difficult.

1. SPEAKERS NEED TO BE AWARE OF THEIR AUDIENCE

Speakers are good at sending out a message. They're focused on what they're saying and how they say it. What they too often miss is how it affects their audience – the listeners. Speakers who don't think about their audience when they speak are likely to be talking mostly to themselves.

2. LISTENERS SHOULD THINK ABOUT WHAT THEY HEAR

Good listening involves thinking about what the speaker is saying and integrating new information with the existing body of knowledge so it becomes relevant on a personal level. Good Listeners actively work to understand what the speaker is saying and focus their thoughts on the content of the message directed to them. Listeners who don't listen actively will miss out on much of the speaker's message.

Listening isn't the same as just hearing what other people say - that's what the ears do. It's the brain that does the actual listening, and the more mental power you apply to what you hear, the more you're going to understand.

You're only going to apply this extra effort if you're interested in what you're hearing. That means thinking about what's being said, word-for-word. Repeat the other person's words in your mind and analyse what's been said. Don't try to think about what you're going to say in response; that will take you away from active listening and make you partially disconnect from the conversation.

3. A MESSAGE IS MORE THAN JUST THE WORDS

The content of the message isn't just what the speaker says; it's also the thoughts and feelings the speaker is trying to communicate. It's the sum of what the speaker's words really mean, which can also be conveyed by their facial expressions, body language, and even their tone of voice. The ideal communicator is aware of all the subtleties involved in communication and understands that it's not just about the words used in a conversation.

4. GIVE FEEDBACK AND LEARN HOW TO RECEIVE IT

All human communication is a two-way process. Getting feedback from your audience is important so that you know if your message is being understood and also whether it's being accepted or generating a hostile response. It can help to imagine yourself as your audience and ask: "How is this speaker going? Do I understand everything or do I need clarification?" Good speakers always get audience feedback and can adjust their presentation accordingly.

5. IMPROVING YOUR TECHNIQUE

The simplest way to improve your speaking technique is to invest in a simple webcam and record yourself giving a 60-second talk on your favourite subject. When you play it back you'll notice so much about the way you speak and quickly get an idea about how to improve it.

By thinking about how we speak, how we use our voice, and how we sound, we can greatly improve our skills of communicating to an audience, whether it's to one person or to a roomful. Establish a communications link with your audience and maintain it while you speak. Eye contact is essential, but you should also watch for changes in facial expression and posture to see how your message is being received, and pause from time to time to give the other person a chance to respond.

Communications are the way we relate to other people. They're the basis of how we make friends, influence others – and do business. Start working today to become a better communicator and it will have a positive impact on every aspect of your life.

CONTACT: Philip Wicks, Director, Wicks Dorey & Associates –Business Success Partners, 027 824 8809, phil@wicksdorey.co.nz, www.businesssuccesspartners.co.nz

The Anton Pires Real Estate Report

Hamilton sales for September were consistent with the previous 3 months, at 254 (August 255, July 252, June 269).



With the result now confirmed for the general election and the dust settled, combined with the warmer weather and longer days again upon us, listing numbers are increasing as is typical of the busy lead up to Christmas.

More listings usually attract more buyers into the market and we expect sales numbers to increase this quarter as buyer confidence remains high.

The median sales price of \$542,500 was down 0.7% on August's record high, up 6.2% (or \$31,750) on September 2016.

The average days a property takes to sell again dropped back, to 33 in September from 34 days in August, buyers having to make quicker decisions with the pre-Spring shortage of properties to choose from.

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Industry Pleased Tourism Staying On Front Bench

New Zealand's \$35 billion tourism industry is pleased that Deputy Labour Leader Kelvin Davis will take the tourism portfolio in the incoming Government.

It is fitting that tourism is held by a senior, front bench Minister, to reflect the importance of the industry to growing New Zealand's economy, Tourism Industry Aotearoa Acting Chief Executive Steve Hanrahan (pictured) says.

As a previous tourism spokesperson for Labour, Mr Davis is familiar with the industry, which is worth \$2.4 billion a year to his Te Tai Tokerau electorate.

"We look forward to working with Mr Davis to progress the incoming Government's priority of regional development. Tourism is the only industry that creates businesses and provides jobs in every part of the country, often in areas where few other opportunities exist," Mr Hanrahan says.

TIA's election manifesto, Tourism for Tomorrow, sets out 29 priority actions to supercharge tourism's success and support the industry to reach its Tourism 2025 goal of growing total tourism revenue to \$41 billion a year.

"We know the boom in tourism has created opportunities for business and employment in many regions but it has also placed pressure on the infrastructure in some popular regional destinations and on the public conservation estate. We look forward to working with the new Government on addressing infrastructure funding issues and ways to maximise the economic benefits of tourism to New Zealand.



"We will be discussing immigration settings with Minister Davis and also new Immigration Minister Iain Lees-Galloway, to ensure tourism employers are able to secure quality staff when no suitable New Zealanders are available."

TIA is welcoming the new \$1 billion a year Regional Development Fund, and the promise of increased funding for the Department of Conservation.

TIA has invited Minister Davis to speak at Tourism Summit Aotearoa in Wellington on 14 November, which will be his first significant opportunity to address a tourism industry audience.

"We are arranging to meet with Minister Davis as soon as possible, as well as Ministers in other portfolios that have an impact on tourism including immigration, conservation and infrastructure," Mr Hanrahan says.



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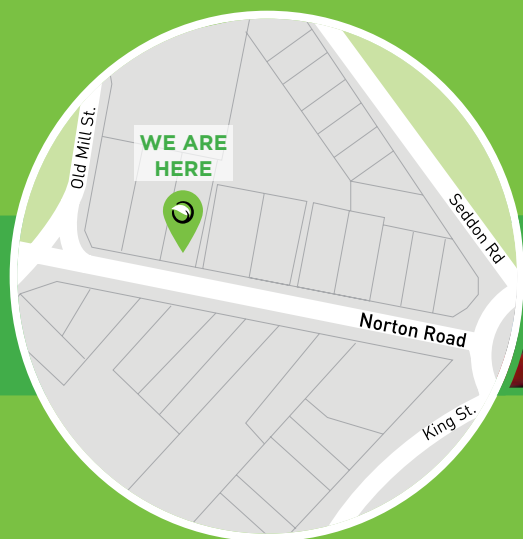
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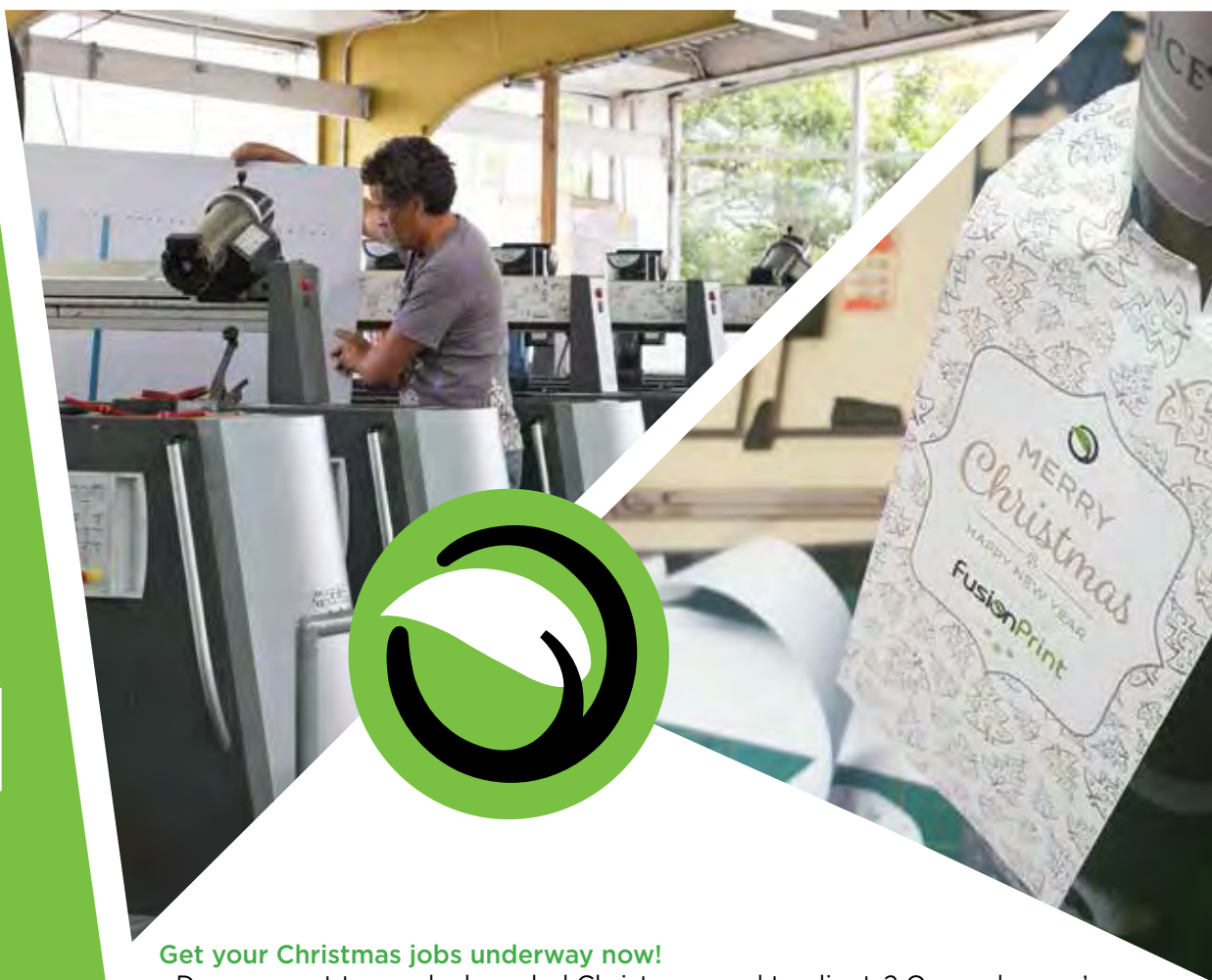
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Mathematics Trust Hits the Spot

By Jean McKenzie. Chairperson,
Mathematics for a Lifetime Charitable Trust

Helping our children achieve academically through school so that they can make something of themselves when they get older is a challenge all families face.

Many parents wish for their children to become passionate and excited about maths, while often the reverse is reality.

Yet feedback received from students receiving grants for tuition from Mathematics for a Lifetime Charitable Trust (MFALT) indicate that some grant recipients are in fact getting excited!

"In a few short weeks she has gone from struggling with and hating maths to a girl that was excited to go to school for a maths test! A home she is happily sharing her new found knowledge with her siblings"; "I love maths now; finally I know what to do!".



And it is not only the parents that are noticing –teacher comments have included "he has displayed increased confidence and now participates in class", "once she understood some concepts her enthusiasm was catching".

This is exactly what the Trust hopes to foster by providing grants towards individual tuition for students that normally would not be able to afford it.

The Trust has not yet been operating for a year and has already given grants towards tuition for 22 students from a number of locations in the mid to upper North Island.

The thought that children who felt they were 'dumb' or 'hopeless' are now blossoming and forging ahead really tugs on the Trust's Board members heartstrings.

MFALT is actively seeking donations and funds from individuals, Businesses, and Corporate entities to continue the positive impact on the students involved in addition to that on the hopes and dreams of all those parents / whanua.

The demand for their services is growing as more people become aware of them.

The Trust invites you to jump on board the initiative and make a positive difference for a student, their family and eventually the wider community by sponsoring tuition fees for children meeting the Trust's criteria.

More information: www.mathematicsforalifetimecharitabletrust.org, phone 021 133 5161, jean.mathematicsforalifetime@gmail.com

Translating Between Generations To Create Value

Greg Dunn, ABC Business Brokers

Much has been made of the wave of 'baby-boomer' businesses due to hit the market and the various impacts this is likely to have.

As an aside; many of these commentaries take little note of the significant impact of immigrant business buyers, or the significant capital created by the recent real estate booms and thus probably understate the number of willing buyers in the market.

That being said, we do think there is another issue facing many of these businesses that often goes unnoticed.

The issue we have is one that requires translation between the generations – or at least their prevailing attitudes towards work and business ownership.

A large number of the financially solid buyers we work with are probably better termed 'investors'; or more accurately 'aspiring investors'.

They are either unwilling or unable to become the all-encompassing Working Owner that owns and operates a business fulltime.

They've often got a strong management skillset and believe, often correctly, that they can add significantly value to an organisation in this capacity without the day to day operational involvement.

A larger number of the better businesses we see coming to market are owned by a generation that hold the good kiwi value of Hard Work in high esteem.



To this end, management of their businesses has never been transitioned to staff or their workload reduced... why pay some other bugger to do it when I can do it myself; and they'll probably stuff it up anyway!?

In fact, many of these owners derive significant identity from their work and can't see why their staff should be working if they're not.

We see this particularly strongly in regions with excellent lifestyle opportunities; such as the Bay of Plenty and Waikato where we are focused; as the desire to spend more time fishing or at the beach doesn't require weeks away at the bach.

The majority of buyers are now tending to come from a different generation; one that focuses on return on investment, they are searching for work-life balance.

This new generation have often generated their funds through property ownership whilst working within corporate organisations.

This, arguably, more sophisticated view of management or business structure is somewhat at odds with the very businesses they're looking to acquire and so many good opportunities are discarded as being 'too dependent on the owner'.

This disconnect requires deeper levels of negotiation in order to transition the business successfully from one ideology to the next.

We suggest that this is where the opportunity to create value lies for astute purchasers.

Many of the business owners we work with are more than willing to consider extended handovers or customised transition plans involving extended consultancy periods.

An incoming buyer could well utilise this time; not just to learn the business themselves but also recruit a new General Manager or CEO to learn directly from the current owner (depending on the scale of the business of course!).

Rather than only considering businesses that have already been transitioned to non-working owner management; and thus, commanding a premium; savvy buyers would do well to investigate the alternatives.

A buyer willing to invest the time in working through possible transition processes will likely acquire a better business; generating a more favourable return on investment and still achieve the same end result.

We suggest that buyers willing to actively engage in resolving this issue through negotiation and deal structure are far more likely to secure the top-quality businesses they're looking for.

Come and see us if you are considering a business purchase or looking to potentially sell your business, we would love to chat.

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Improve Your Chance Of Being Paid Before Christmas

By Catherine Clark, CollectIT

7 Ways To Improve Your Chances Of Getting Paid

1. PROVIDE TERMS OF TRADE TO YOUR CLIENT

Having well spelt out terms of trade with your client before work is carried out gives you a contractual agreement which then governs the contractual relationship between you. Without them it is impossible to impose terms such as interest and the recovery of your costs in the event that your customer does not pay you.

2. HAVE A PROFESSIONAL LOOKING INVOICE

Handwritten invoices are easy to ignore, especially if the handwriting is difficult to read. It can also suggest to your clients, that you don't have a team of smart business advisors who are going to leap right onto slow payers or non-payers.

3. ENSURE THE INFORMATION IS CORRECT

Putting an incorrect figure on your invoice is going to delay



your payment. If the amount you have listed is too high your customer won't pay you and you will have to start again with a new invoice. If it's too low, the customer will be delighted, possibly pay you straight away, and then best of luck chasing them for the balance. If you've put the wrong bank account details it could take weeks to sort that out with the bank. Ensure the entity you are invoicing is correct – whether it is a company, trust or individual – make sure this is correct on the invoice.

4. ENSURE ALL DATA IS THERE

If any data is missing, such as bank account details, an address, an order number – how is your customer going to pay you? The same applies if you have omitted to put on the charge for additional products or services. You can send an updated invoice but you will need to start all over again with payments terms, slowing down the process of getting paid. Ensure that you have stated clearly on your invoice, the date payment is due.

5. BE PROMPT

Every day you delay sending out the invoice, is prolonging the day you get paid. Send invoices as soon as the job is finished or as a progress payment if the job is lengthy. Emailing is the most efficient and cost effective way to send your invoices.

6. MAKE IT EASY TO PAY

The more options you give your customer to pay, the easier it is for them. The majority of bill payments are now made electronically. If your client is experiencing difficulty paying the full amount work out a payment plan that will work for both parties. It's better to be paid slowly than not at all.

7. CHASE WHEN IT'S OVERDUE

When a client is overdue with their payment, it is up to you to pursue the matter and ask for the payment to be made for the service/product you have provided. This follow up needs to be carried out in a timely manner ie. within a few days of it being due. If your accounting software enables you to set up automated reminders to be emailed to your customers when the invoice is overdue – this is worth setting up. Don't be slow to ask for professional help on the matter of unpaid invoices. Sometimes the sheer fact that you have escalated the case, shows the debtor you are serious about being paid for the work you have done.

CONTACT:

Catherine Clark, CollectIT, Debt Collection Agency, 834 9111 or info@collectit.co.nz, www.collectit.co.nz

Developing Your Business Social Media Presence

By Tash McGowan, Salt Collective



For business, social media has been termed the new black for connecting with existing and potential customers, and marketing products and services in real time.

There are a lot of opportunities in this area, and a lot of potential pit falls.

Here are five keys to keep in mind when developing and growing your business social media presence:

1. BE CLEAR WITH WHAT YOU WANT TO ACHIEVE

What outcomes do you want to see?

You may want to increase your brand awareness, or increase sales of a particular product or service.

Once you know specifically what you want to achieve, you can form a plan of how you'll go about it.

2. SOCIAL MEDIA SHOULD BE CONSIDERED PART OF YOUR OVERALL MARKETING STRATEGY, AND CANNOT BE WHOLLY SUBSTITUTED FOR YOUR OTHER MARKETING AND ADVERTISING ACTIVITIES

There are a number of fantastic forms of advertising, not all of which come at a high financial cost, and all have their place.

Social media adds another arrow to your quiver, so to speak.

Be prepared to use a combination of marketing and advertising methods, and measure your results.

3. IT'S VALUABLE TO HAVE A CONFIRMED SOCIAL MEDIA STRATEGY

This can be a simple one page document outlining:

- Your aims and budget,

- Your target market,
- Their social media habits,
- The type of social media you will use for your activity,
- The type of posts you will adopt,
- And their regularity.

4. MEASURE RESULTS IN TERMS OF ENGAGEMENT, NOT JUST NUMBERS LIKED OR YOUR PAGE LIKES

Genuine positive engagement with your customers over time will result in their increased use of your products and services.

5. CONSIDER YOUR COMMUNICATION STRATEGY

Social media allows the rapid spread of information, which could be a great benefit, or a great risk for your business.


It is well worth including social media management guidelines in your business communication strategy.

Social media will enable you to reach your existing customers more frequently and quickly as well as exposing you to new customers. This in turn leads to greater profitability for your business.

For more information on developing your social media strategy contact Tash McGowan 021 265 2270, www.saltcollective.net, saltnz@orcon.net.nz

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New Hazardous Substance Seminars And Asbestos Removal Course

By Lynz Wilmshurst,
Safety n Action (Advertorial)

New regulations for Hazardous Substances and Asbestos Removal are about to be put in place.

Make sure that you're ready with the latest training and seminars from Safety 'n Action, health and safety training.



Hazardous Substances Seminars

The Health and Safety at Work (Hazardous Substances) Regulations will be effective from 1 December 2017 and will affect workplaces that manufacture, use, handle, store and transport hazardous substances.

These new regulations will have a stronger focus on managing the risks involved with hazardous substances in the workplace especially since they have the potential to cause irrevocable damage to workers, others and the environment.

If you are a PCBU, worker, or a self-employed contractor, you will have duties to determine and manage the risks posed by the hazardous substances you deal with, so that any potential harm is reduced to an acceptable level.

Two-Day Asbestos Removal Course

Government regulations for working with asbestos changed with The Asbestos Regulations 2016, designed to protect New Zealanders from exposure to asbestos fibres.

In April 2018 new licensing and training requirements will be introduced for the safer removal of asbestos.

There are new classes of licensing with different Unit standards attached to each.

Our team will train attendees to achieve the Class B license with NZQA Unit standards 29765 and 2138, for carrying out the removal of any amount of non-friable Asbestos.

With this training, you no longer have to go to the expense of contracting in a specialist for removing non-friable asbestos or ACM material in your building projects.

For more information about the new regulations head to www.worksafe.govt.nz, www.legislation.govt.nz or call us on 0800 222 388.

CONTACT: 0800 222 388, www.safetynaction.co.nz, Lynz Wilmshurst, Lynz. Wilmshurst@safetynaction.co.nz

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SALES and MARKETING are two totally separate, yet vitally important aspects of all businesses.

But at the same time as being totally separate they are also completely interlinked and important to each other!

Many businesses confuse the two and default to marketing as being the only/best way to attract new clients.

Marketing is actually to support a good sales strategy and processes.

A good sales strategy involves a wide variety of aspects.

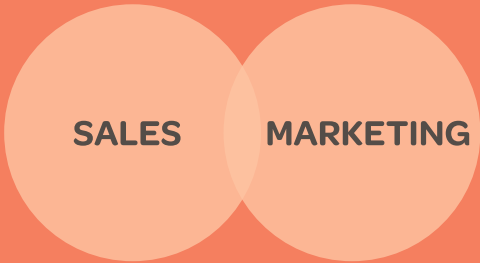
Knowing and implementing these sales aspects = loads of new and ongoing clients!

With over two decades of experience dealing with thousands of businesses if you would like more customers/clients give me a call. Getting all aspects of your sales sorted can be low cost and very effective. I know what works, I know what doesn't, give me call to know more:



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ROTOTUNA BUSINESS NETWORKING GROUP

The Rototuna Business Networking Group was established in April 2017 to connect and support local entrepreneurs.

Ever since its inception, it has attracted and retained many business owners, and has grown to a membership of 28. The group meets every fortnight on a Friday between 9.30 and 10.30am at the Keg Room, and is free to join.

The benefits of the network include forming powerful professional relationships with likeminded individuals, development of friendships outside the network, a strong referral rate, and a lively Facebook Messenger group.

The nature of the network's openness empowers its members to speak freely about their problems within their business, as well as share their respective successes every fortnight. This results in a continual dosage of inspiration, and a sense of belonging.

On top of this is a monthly social drinks at the Keg Room where members are encouraged to invite their associates, friends, and family, to unwind away from their business, and build personal connections which largely crossover to their respective enterprise(s).

Ultimately, we are a spirited collection of entrepreneurs who want to grow our local community and ensure every member feels like they can reach out for support. If this sounds like a fantastic opportunity for your current or soon-to-be business, please get in touch with **Tomek Pietkiewicz on 022 182 5943, or at tomek@adamas.co.nz**



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Joanna is a national Early Childhood Consultant and director for Learning Links.

With more than 20 years experience as an early childhood teacher, manager and owning and operating childcare centres. Joanna's passion for teaching started when she was a toddler, with a class of three dolls and two very patient younger brothers.



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www.learninglinkschildcare.co.nz,
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Like most people I wanted a change in lifestyle, I resigned my position as a Bank Manager of 10 years, and moved to the greener pastures of the Waikato.

I looked for a business opportunity that combined my business background, community involvement and love of food. Gourmet in the Gardens was a concept that we created to bring the community together, in the award winning Hamilton Gardens.

Our season runs from October to March each year. We have grown from 17 vendors and over 5000 likes in season one to season 3 offering 28 food vendors and almost 11,000 facebook likes. Summer Sundays from 4-8pm offering live music, activities for children, and food from around the globe.

Come and join us with family and friends and celebrate the Waikato with a relaxing family event for all to enjoy. Check us out on facebook.

Contact
Tania Simpson
[hamiltongourmet@](mailto:hamiltongourmet@yahoo.co.nz)
yahoo.co.nz
027 627 5387

f Gourmet in the Gardens



I have been hairdressing for 35 years, owning salons throughout New Zealand and Australia, most recently SOLACE HAIR in Greenhithe, on the North Shore in Auckland.

I have made the decision to relocate both my business and home to Rototuna, in Hamilton and open a new salon in my home.

I have been welcomed by the Rototuna Business Networking Group, encouraged by other business owners and given an opportunity to be involved in the Rototuna community.

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I love being part of the Rototuna Business Networking Group group, it gives me an opportunity to meet with other business people and another way to make connections within the community.

Although I do what I love, I also love spending time with my family, sunshine, coffee catch ups and being a part of her children's school PTA.

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Wash Rite is now in five areas, Hamilton, Thames-Coromandel, Wellington, Ashburton and recently a brand-new franchise has opened in Whangarei. We are constantly looking for opportunities to have Wash Rite brand throughout New Zealand, joining the Rototuna Business Networking Group is part of that strategy to do just that. After that, Australia!

Troy Hillard
0800 101 216
www.washrite.co.nz

The Eatery & The Keg Room was designed to be local, for the locals

When we started this business we felt that Rototuna deserved a great local bar and a quality local restaurant in its neighbourhood. Four years on and nothing has changed. Our neighbourhood is growing rapidly and we believe in a place that the community feels is a representation of them. We have always had the vision of creating a place where strangers become friends and friends become family.



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I'm Michelle Chote, I have nine years' experience running my own Salon in Auckland and have moved to Hamilton and opened a home salon, at 9 Grosvenor Place, Rototuna.



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Visitors Spending More In Hamilton & Waikato

Visitors to Hamilton & Waikato are spending more than this time last year, with nearly \$1.44 billion ringing through tills across the region.

Hamilton & Waikato Tourism chief executive Jason Dawson (pictured) says the mighty Waikato was fifth nationally for monthly visitor expenditure for August 2017, just in behind the major tourism centres of Auckland, Queenstown, Christchurch and Wellington.

"Last August saw \$101 million spent in our region, which is a four percent increase on spending from the same period last year. We are seeing marked increases across the board and it is a testament to the hard work of our tourism, retail and hospitality providers within our region," Dawson says.

Domestically, the spend of \$77 million put the region in fourth behind major centres Auckland, Wellington and Christchurch, he added.



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Year to date (to the end of August 2017), Hamilton & Waikato had a total visitor expenditure of \$1.448 billion, in fifth position behind Auckland, Christchurch, Queenstown and Wellington. This is a seven percent (7%) increase on the previous year.

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And the potential of the region was still being explored, he says.

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Refreshed Line-Up For TIA Board

Three new Directors are joining the Board of Tourism Industry Aotearoa, to help steer the direction of New Zealand's biggest export sector.

TIA Chair Grant Webster (pictured) has announced that new Tourism Export Council New Zealand Chair Anna Black, SKYCITY Chief Executive Graeme Stephens and Whale Watch Kaikoura General Manager Kauahi Ngapora have been appointed to TIA's Board.

Ms Black, who is also Executive Director of inbound tour operator General Travel, will represent the Tourism Services and Services to Tourism Sector. She replaces outgoing TECNZ Chair Martin Horgan who has resigned from TIA's Board.

Mr Stephens will represent the Attractions, Conferences and Events Sector, replacing the General Manager Operations for the New Zealand International Convention Centre, Callum Mallett. Mr Mallett has also resigned from TIA's Board.

The TIA Board has decided to co-opt Mr Ngapora as a Director. Under TIA's Constitution, the Board can co-opt up to two members for their particular skills or to boost the representation of certain sectors or geographical areas.

Mr Ngapora will fill a co-opted position previously held by Real Journeys Chief



Executive Richard Lauder, who was elected to represent the General Industry Sector in the Board elections in September.

In line with TIA's constitution, both Ms Black and Mr Stephens will hold office until TIA's AGM in 2018, at which time the seats they hold must be put up for election, Mr Webster says. Mr Ngapora's term of appointment will be until the 2019 AGM.

"TIA is fortunate to have a strong and strategic Board with Directors from all the main tourism sectors. I look forward to working with our new Directors to keep New Zealand's tourism industry working towards its Tourism 2025 goal of growing total revenue to \$41 billion a year," Mr Webster says.

The three new Directors bring the number of new faces at TIA's Board table for 2017-18 to six, with three other Directors being elected in September. They are Wellington Airport Chief Executive Steve Sanderson, Air New Zealand Head of Government and Industry Affairs Duncan Small, and AccorHotels Vice President New Zealand, Fiji and French Polynesia Gillian Millar.

THE EMPLOYER FILE

Pay As You Go Holiday Pay – Don't Pay Again Later

Employers sometimes form employment agreements with their employees which despite the employer's intentions and even with the employee's agreement, may be thwarted by legal requirements or prohibitions that they become aware of only too late.

An example of this arose in a recent case where the employer paid an employee his holiday pay on a pay-as-you go basis. This is where 8% is loaded onto each pay instead of paying holiday pay after the employee becomes entitled to it after 12 months' continuous service.

In *Cross v D Bell Distributors Limited* a truck driver was employed for 15 months, during which period he was paid his holiday pay in his fortnightly pay. He ended his employment and wanted to be paid his holiday pay, but the employer contended that he was not entitled to receive it, given that it had already been paid.

The Holidays Act allows pay-as-you-go arrangements in clearly defined circumstances of certain types of fixed terms agreements or casual or irregular employment and with the employee's agreement. Despite the employer's protestations that it was justified, it was clear that the employee's circumstances were outside those where regular payment of holiday pay with his fortnightly pay would have been permissible.

The Act provides that even when holiday pay has been paid each pay day, if the arrangement is not within the permitted circumstances and continues for 12 months or more, then the employee is entitled to what would be their normal holiday pay entitlement after 12 months' employment.

There are circumstances where an employee may continue to be paid holiday pay on a pay-as-you go basis beyond 12 months, or where holiday pay already paid under such an arrangement will be deducted from an employee's entitlement

after 12 months. Unfortunately for the employer this was not one of those situations.

In summary the employer was obliged to pay holiday pay for the entire period of employment even though they thought they had already done so.

The employer was liable for some \$8,000 of holiday pay, interest, and a penalty of \$3,000 for breaching the Holidays Act. This double-dipping might seem unfair, but the Authority member noted that the Act intentionally creates a significant financial disincentive to using pay-as-you outside the strictly limited categories provided by the Act.

The moral of this story is that in addition to the well-known minimum code of entitlements, such as sick leave or holidays that an employee cannot legally agree to surrender, there are other provisions that strictly control what may be agreed in an employment agreement.

To protect your business against this sort of situation:

1. Ensure that your employment agreements are drafted in a legally robust way;
2. Ensure that pay-as-you-go holiday pay is applicable to the employee's circumstances.

If you require any assistance with ensuring that your employment agreements are compliant with current law, or you wish to enquire about fixed-term contracts, please feel free to contact us.

The Employer File is written by Russell Drake, of Russell Drake Consulting Ltd., Specialist Employment Relations Consultants who act exclusively for Employers - see www.russelldrakeconsulting.co.nz or phone (07) 838 0018.



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Te Aroha

217 Stanley Road South

Auction (unless sold prior) 11am, Thu 9 Nov 2017
96 Ulster Street, Hamilton
Josh Smith 027 229 8865
josh.smith@bayleys.co.nz
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Idyllic rural camping life

Te Aroha Holiday Park is set in a tranquil rural environment. Surrounded by grazing horses and cows the park has its own thermal mineral spring water and great views of the mountains. Owned and operated for over 20 years the owner is offering this idyllic property for sale. With tourism booming in New Zealand the property offers the opportunity to expand the business and generate more cash flow to an already strong business.

bayleys.co.nz/813367



Paeroa

48 Belmont Road

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96 Ulster Street, Hamilton
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josh.smith@bayleys.co.nz
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1 2 3 awesome and invest

- Returning \$18,000pa +GST/OPEX
- State highway road frontage
- Midway between Auckland and Tauranga

Situated in the CBD of Paeroa, 48 Belmont Road offers an opportunity for the first time investor or add to an existing portfolio and an excellent opportunity to invest in the town. Currently home to the \$1 \$2 \$3 Awesome a popular retail store in the heart of Paeroa. Paeroa has been experiencing excellent growth with investment and development in the district.

bayleys.co.nz/813370



Patetonga

40A Top Road

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josh.smith@bayleys.co.nz
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Go nuts for macadamias

- Established business
- Scenic rural outlook

Top Notch Macadamias offers a home and business with an established macadamia orchard and processing factory. Situated overlooking the Hauraki plains and Coromandel ranges, the property boasts a park like setting with an executive three bedroom family home nestled in the orchard. The business offers the new owner potential plus with multiple opportunities to increase revenue.

bayleys.co.nz/813472



Cambridge

20 Lake Street

Auction (unless sold prior) 11am, Thu 30 Nov 2017
96 Ulster Street, Hamilton
Blair Hutcheson 027 480 4010
blair.hutcheson@bayleys.co.nz
SUCCESS REALTY LTD, BAYLEYS,
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Paint your future in Cambridge

Here's a prime opportunity to secure this freehold investment in the heart of Cambridge. The lease commenced in 2016 with extensive fit out works conducted by the landlord including new lighting to the showroom area, auto door and air conditioning. You'll enjoy the benefit of a quality tenant located within a very high growth location. An affordable investment opportunity for your first commercial investment or to add to your existing portfolio.

bayleys.co.nz/813563



Hamilton

103 Alexandra Street

For Sale Mark Donovan 021 945 111
mark.donovan@bayleys.co.nz
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Business for sale

This up and coming precinct of Hamilton CBD is located less than a muffin throw distance away from the massive new District Health Board development - soon to be home to well over 700 staff. The business is offered to the market as a turn-key set up including the majority of equipment and chattels as well as dining tables and chairs. The premises has a dual entrance and high profile street front area. At the rear of the building is also a convenient access to allow for uninterrupted service. Strategically positioned with ample seating, space delivering functional capability.

bayleys.co.nz/813469



Hamilton

Unit 21, 6 Ken Browne Drive

For Sale Blair Hutcheson 027 480 4010
blair.hutcheson@bayleys.co.nz
SUCCESS REALTY LTD, BAYLEYS,
LICENSED UNDER THE REA ACT 2008

Excellent live/work opportunity

Here's a very limited opportunity to secure this quality commercial and residential unit that offers an excellent mix of office, warehouse and living quarters. The property includes a rear courtyard and BBQ area and a quality fitout and offers the potential for multiple occupiers. A great lock up and leave option for owner occupiers.

Get the best of both worlds and phone to arrange an inspection today.

bayleys.co.nz/813492



Hamilton

149 Alexandra Street

For Lease Mark Donovan 021 945 111
mark.donovan@bayleys.co.nz
SUCCESS REALTY LTD, BAYLEYS,
LICENSED UNDER THE REA ACT 2008

"A" grade on Alexandra

Hamilton CBD continues to grow and evolve into a special place to work from and rarely is such quality office space available at this level. This building is iconic within the Hamilton CBD, the views are outstanding and the quality of the space puts it into A grade office space. Ample natural light, stunning city wide views and close proximity to other professional offices and retail. If working in a modern, sophisticated and prestigious location ticks the box for your business then 149 Alexandra Street is calling. Enjoy working with a landlord willing to work with quality tenants. Level 3 currently also available.

bayleys.co.nz/813387



Hamilton

242 Peachgrove Road

For Sale or Lease Jason Kong 021 713 358
jason.kong@bayleys.co.nz
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High profile retail opportunity

- 133m² retail unit
- 96m² storage/workshop space
- 229m² total floor area (more or less)

Here's your chance to secure this prime retail unit situated within the Five Cross Road Shopping Centre. High profile, exposure with a wide frontage on to Peachgrove Road plus the ability to access from both front and the rear via car park.

Asking rental \$40,000pa + GST (if any)

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School Employer Partnerships Connecting Young People With Employers



An initiative generating transformative results for Waikato communities by connecting young people with employers is being expanded to include more secondary schools.

To date, 2200 students, 12 schools and 100 employers have

taken part in Smart Waikato’s Secondary School Employer Partnerships (SSEP), aimed at contextualising classroom learning and introducing young people to careers in a wide range of sectors. Further funding means the partnerships will be rolled out at Hillcrest High School in Hamilton, Matamata College, Forest View High School in Tokoroa and Te Wharekura o Rakaumangamanga in Huntly in 2018.

SSEP sees businesses interconnecting with school faculties at Years 9 and 10, giving students real-world context around what they learn at school. Employers come into the classroom and students visit workplaces to see how school subjects are applied across a range of industries. Students and teachers involved in the partnerships say they are transforming the way they learn and teach, with employers enjoying the opportunity to encourage young people and inform them about their industries and business.

Results from an SSEP pilot survey show significant positive impact on students, teachers and employer partners, with 84% of more than 543 student respondents saying the programme helped them understand why they were studying a particular subject at school. Furthermore, 96 per cent of 26 teachers involved said SSEP supported their professional development. Smart Waikato chief executive Mary Jensen (pictured) said pilot results showed broad positive impact for students, teachers and employers.

“It’s clear that SSEP paves the way for young people to make sound subject choices and better prepares them for sustainable futures, so it makes sense to roll out the programme to as many schools as possible,” Mary said.

SSEP is supported in the region by Waikato Means Business, WEL Energy Trust, Waikato Federated Farmers Charitable Society, DV Bryant Trust, Mercury-Waikato Tainui Partnership and Community Organisation Grants Scheme (COGS).

Smart Waikato Trust is hopeful to secure further funding to extend SSEP to additional schools in 2018.

Further information about SSEP can be found on the Smart Waikato website www.smartwaikato.co.nz

Visitors Spending More In Hamilton & Waikato

Visitors to Hamilton & Waikato are spending more than this time last year, with nearly \$1.44 billion ringing through tills across the region.

Hamilton & Waikato Tourism chief executive Jason Dawson (pictured) says the mighty Waikato was fifth nationally for monthly visitor expenditure for August 2017, just in behind the major tourism centres of Auckland, Queenstown, Christchurch and Wellington.



“Last August saw \$101 million spent in our region, which is a four percent increase on spending from the same period last year. We are seeing marked increases across the board and it is a testament to the hard work of our tourism, retail and hospitality providers within our region,” Dawson says.

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Backing up your business data is now more important than ever, especially with the rise of malware attacks. Backing up your data in the cloud is now easier than ever and ensures that you have an offsite back-up should disaster strike. As a small business it is sometimes hard to figure out what the best solution is for your business, so for expert advice contact Platinum Partner, Elite Business Systems, who can help you on your path to the cloud!

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Sharp Jump In Values Across Waikato District Reported

Waikato District Councillors received a detailed report from Quotable Value (QV) this week on the district's Rating Revaluation for 2017.

The rating revaluation figures compiled by QV show the total rateable value of the 31,271 properties within Waikato District Council is now \$27.69 billion with the land value of those properties now valued at \$17.12 billion.



The Council reported last week that Waikato district property values had risen by an average of 33.7 per cent overall in the past three years.

QV Senior Consultant, Stephen Hare said, "Demand for housing and land for development in the Waikato has grown rapidly over the last three years following strong population growth and demand for property in both Auckland and Hamilton."

"As a consequence Waikato is one of the country's fastest growing districts. This was reflected in the volume of resource consent and building consent applications for new dwellings rapidly increasing throughout 2015 and 2016 and applications for these have only recently started to slow.

"This heightened activity and demand for property is reflected in recent sales and there have been significant increases in residential value levels over the last three years as a consequence."

"There has been significant growth in Pokeno, Huntly and Te Kauwhata values but growth has not just been confined to the larger townships and value levels in small rural villages and settlements in the district have also increased significantly as well."

Location	Average 2017 CV	% Change CV
Huntly East	354,347	75.2
Huntly West	267,559	108.8
Te Kauwhata	458,875	60.1
Taupiri	321,791	62.7
Meremere	294,701	92.1
Ngaruawahia	386,639	76.4
Raglan	580,212	49.6
Tuakau	513,900	55.7
Pokeno	751,147	56.6

Further information on how Waikato residential property values compare to other districts and to all of New Zealand can be found at www.qv.co.nz/property-trends/residential-house-values.

"Commercial and industrial properties have also seen value increases, with the average capital value for developed commercial property increasing by 24.3% since the last rating revaluation in 2014, and the average capital value for developed industrial property increasing by 47.9% over the past three years."

"Rural and lifestyle properties have also seen values increase since 2014 with the average improved lifestyle

property capital value increasing by 43.2% to \$847,813 with the corresponding average land value for a lifestyle property increasing by 58.2% to \$498,264.

Waikato District Council's General Manager Strategy and Support Tony Whittaker said, "A change in your rateable value does not mean rates for your property will change by a similar percentage. The Council does not collect more rating income as a result of increased property values or less rating income if values decrease."

Rating valuations are carried out on all properties in New Zealand, usually once every three years to specifically help local councils set rates for the following three year period. Rating values are just one of a number of factors councils use to allocate rates. Council rates will not be updated based on the new 2017 rating valuations until 1 July 2018.

The updated rating valuations should reflect the likely selling price of a property at the effective revaluation date, which was 1 July, 2017, but do not include chattels.

The updated rating valuations are independently audited by the Office of the Valuer General, and need to meet rigorous quality standards before the new rating valuations are certified.

New rating values were posted to property owners week ending 20 October, 2017]. If owners do not agree with the rating value they have the right to object. The objection close-off date is 24 November, 2017. To find out more about objection or to lodge an objection online go to www.ratingvalues.co.nz or call QV toll free on 0800 787 284.

Property Council Awards Celebrate Waikato's Built Environment



"It's their commitment and passion that we're here to celebrate tonight."

Leafy subdivisions, modernist remodels and childcare centres were celebrated as the Waikato property industry gathered to recognise the projects and people building the region's towns and cities. Awards were handed out in eight categories recognising outstanding urban design and construction as well as leadership and collaboration.

Property Council Hamilton branch president, Thomas Gibbons said the awards recognise those in the property industry who have demonstrated outstanding collaboration, urban development practice and leadership.

"It's the people that make the region – and the people in property who are building, developing and revitalising our towns and cities.

Industry veteran Ross Hargood of Hawkins Construction was the recipient of the Hawkins Construction Long Service Award for nearly 50 years of involvement in the property industry. Mr Hargood was noted for being a mentor and educator to many Waikato property professionals and his work introducing a customer-centric approach to Hamilton City Council's consenting process.

Mr Gibbons says while the projects featured in the awards were varied, all winners demonstrated resilience in the face of challenge, an attitude of ongoing improvement and a passion for the Waikato region.

"There's some very special talent, and the winner's tonight are only a small and select part of a prosperous and successful industry. What a great place to be!"

2017 WINNERS

- Arrow International Steven Alsemgeest Memorial **YOUNG ACHIEVER AWARD** – Jonathan Brown, BCD Group
- BNZ **URBAN DESIGN AWARD** – South Bloc, Stark Property
- Staples Rodway **BEST TEAM AWARD** – Chedworth Properties and Greenhill Park project team
- Rider Levett Bucknall **PROPERTY PROFESSIONAL OF THE YEAR AWARD** – Pete McLachlan, Cogswell Surveys
- Beca **WOMEN IN PROPERTY AWARD** – Rebekah Kenny, Yeoman Homes
- Foster Construction **OUTSTANDING LEADERSHIP AWARD** – Blair Currie, BCD Group
- Hawkins Construction **LONG SERVICE AWARD** – Ross Hargood, Hawkins Construction
- Property Council Waikato **JUDGES' CHOICE AWARD** – Curious Cubs Early Education Centre, Waikato Federated Farmers Charitable Society

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Is Owning Your Industrial Building The Best Use Of Your Business Capital?

By Bayleys Workplace

While owning your own warehouse or other industrial property could – on paper – seem like a smart business decision, could it be at the expense of growing or evolving your business?

If you could free up the capital that you currently have invested in bricks and mortar and channel that money into business development, your business operation could go to another level.

From an investment perspective, the industrial property sector continues to outperform the other commercial sectors. Industrial property remains in high demand and short supply throughout New Zealand as investors seek out opportunities and chase good returns.

Your industrial property is likely to attract broad attention from investors and there is evidence that owner-occupiers are taking advantage of the spirited industrial property market to cash up and realise the benefits.

If you were to sell your industrial property and negotiate a lease to occupy the building with the new owner, you are likely to have significant capital to invest back into your business operation with no disruption to your day-to-day activity.

The money you get from selling the physical property could generate a much higher return over time if invested back into the business.

You could be freed up to:

- Take on new staff
- Get new plant and machinery
- Streamline your business with new technology

- Expand your business or take it in another direction
- Buy out a competitor.

Getting the terms of the lease right can secure the premises long-term and allow business continuity. Having a committed and long-term tenant in place will make your property even more attractive to investors.

Being the tenant of the property can become a condition of sale and an experienced agent can assist you in the lease negotiation process. A good agent will find the best balance – getting optimal lease terms for you while maximising the value to ensure the offering is attractive for an investor.

As a tenant, you may not have the ongoing maintenance, insurance or administrative hassles that come with owning property and this in itself could free up dollars – and time.

Likewise, knowing what your lease outgoings will be over a fixed time frame can allow for better budgeting and avoids dealing within a changing mortgage lending environment.

If business growth is on your radar, switching hats from landlord to tenant could provide the boost you're looking for.

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How To Ensure You Remain Relevant To Your Customers In A Fast-Changing Retail World

By Bayleys Workplace

We've all heard the doomsayers peddling the line that "clicks not bricks" is the way of the future striking fear into retailers' hearts, however retail statistics in New Zealand are tracking well according to Stats NZ's latest figures.

The total volume of retail sales rose 2.0 percent for the June 2017 quarter, compared with the previous quarter (seasonally adjusted) with some sectors doing really well.

Food and beverage sales were up along with electrical and electronic goods and hardware, building and gardening supplies.

But there's no denying that retail businesses cannot keep offering the same service model as they have traditionally done in the face of the growing online global marketplace.

What retailers can offer is face-to-face personal service and, a unique in-store experience. Customers need to have a compelling reason to visit a retail outlet so make it worth their while – chances are they could source the product more



cheaply online so ensure that you are adding something of value to the interaction and the transaction.

The buzz word "retailtainment" is finding favour internationally. Author George Ritzer describes "retailtainment" as "the use of ambience, emotion, sound and activity to get customers interested in the merchandise and in a mood to buy."

How could you bring a sense of engagement and entertainment to your retail offering? Try interactive displays, art installations, in-store coffee kiosks, live music – let the imagination go wild.

There's also a trend internationally for smaller-format retail premises offering a curated selection of stock and a more intimate shopping experience. This is a great option for those wishing to trial a concept or test the market as less space is needed and there's less outlay. Minimise the number of choices on offer, ensure that the product lines you carry are unique and relevant to your target shopper – sell better, with less.

Relationships are at the heart of most successful businesses and people generally want to establish rapport with other people – not a device – so leverage off the opportunities that you're faced with when a customer fronts up to your physical store.

Here's some other points to consider:

- Upskill your staff to make sure that they know the stock inventory well
- Understand the back stories to the products you sell and, if there are real points of difference, engage in conversation with your customers in-store around this
- Look at ways that you could personalise your interactions with your customers by way of follow-up and reward opportunities that are relevant to them – not a generic loyalty programme
- Don't underestimate the power of social media as a word-of-mouth platform – especially among younger demographics – for both positive and negative feedback
- You don't want to lose a sale at crunch time – are your point-of-sale payment options keeping pace with technology and expectations?
- Give customers a reason to come into your store – and then give them a reason to come back

CONTACT: Bayleys Commercial Real-estate, 96 Ulster St, Hamilton, Ph 834 3232, info@bayleyswaikato.co.nz



icehouse

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EVENTS GUIDE

EVERY SUNDAY



GOURMET IN THE GARDENS - Rhododendron Lawn, Hamilton Gardens. An outdoor gourmet food market with creations from around the globe. There is something for everyone. Bring the whole family and your favourite deck chair, bean bag or picnic rug. Sit and enjoy some great local musicians in the award-winning Hamilton Gardens while dining on the delicious fare available. www.facebook.com/gourmetinthegardens

11 NOVEMBER SATURDAY



THE MANE EVENT - Claudelands Events Centre. The Mane Event is a one-off, family friendly, free show at Claudelands. Horses and their spectacular talents will be showcased and their importance in our history and culture commemorated. www.toti.co.nz/he-tangata-project/war-horse



BRIDGE TO BRIDGE WATER SKI RACE. Waikato River, Grantham Street, Hamilton. New Zealand's longest river, the Waikato, is the perfect setting for two days of adrenaline-charged racing that is the "Bridge to Bridge". High-speed boats, remarkable skill and extraordinary endurance are all on show during the country's largest water-ski racing event. From the banks and bridges of the mighty Waikato River, watch the action and excitement unfold as the top ski teams from New Zealand and Australia reach wild speeds of over 160kph in hot pursuit of the prestigious champion water-ski racing title. www.skirace.co.nz



RUGBY LEAGUE WORLD CUP 2017 - NEW ZEALAND VS TONGA. 5:35 PM. FMG Stadium Waikato.

12 NOVEMBER SUNDAY



BUSINESS EDGE FAMILY PICNIC AND FUN DAY @ OFF ROAD NZ. 1-5pm. CAN YOU BEAT the STIG? Bring the family, and come and enjoy the afternoon in the Bush Camp at Off Road NZ (courtesy of BE Members Ian and Carol Tew). Bring a contribution to the shared picnic table and we will provide sausages, bread rolls, family games and cheering spectators for those racing the Karts! For the Petrol heads, the Kartline Karts come at discounted prices, as does the Monster 4x4 thrill ride, and the 4WD Bush Safari. Please register your interest, so we can book the appropriate number of vehicles. pay individually on the day. Business Edge Centre, 89 Church Road, Te Rapa, Hamilton. 021 956 558 www.businessedge.org.nz, info@businessedge.org.nz

14 NOVEMBER TUESDAY

IRD INTRODUCTION TO BUSINESS SEMINARS. Starting a business? Come to our free seminars to learn about: working smarter with our online services, business structures, income tax, expenses you can claim, GST, and more. 9.30am to 11.30am. Contact Paris Karena, Community Compliance Officer, IRD Hamilton, L2, Rural Bank Building | Hamilton City, Ph 959 1475 EXTN: 67475, MOB: 029 959 1475, Paris. Karena@ird.govt.nz



15 NOVEMBER WEDNESDAY

IRD EMPLOYER AND KIWISAVER WORKSHOPS. This workshop is a hands-on interactive session where you will learn how to: complete a mock monthly wage summary for two employees, calculate PAYE and other deductions, and, file your employer monthly returns online. 9.30am to 12.30am. Contact Paris Karena, Community Compliance Officer, IRD Hamilton, L2, Rural Bank Building | Hamilton City, Ph 959 1475 EXTN: 67475, MOB: 029 959 1475, Paris. Karena@ird.govt.nz

16 NOVEMBER THURSDAY

WAIKATO CHAMBER OF COMMERCE THE PINPOINT BUSINESS RED SOFA - "WADING THROUGH TOMORROW NIGHT".



Time: 6:00 PM - 7:30 PM. Events Room 1, Wintec City Campus. The Red Sofa: It's our last Red Sofa of the year and we plan to go out with a bang! To do so we have brought in a panel of seasoned entrepreneurs who have fought the cruelty of "tomorrow night" and made it through to the waders of the "Day After". Our MC will ask them to share, their journey, the mistakes they've made the success they've had and the learnings they have gained along the way that has seen them achieve the heights in which they have achieved today. If you plan to grow, restore or drive your business through to the "Day after next" join us and the Panel at our last Red Sofa! The only thing we ask you to bring is "Questions" don't waste this opportunity to pick the minds of these serial entrepreneurs! Ph 839 5895, help@waikatochamber.co.nz

IRD GST WORKSHOPS. This workshop is a hands-on interactive session where you learn to complete a mock cashbook and GST return. It is ideal for sole traders, partnerships and other small businesses. This workshop covers: what is GST, GST registration, record keeping - cash book, basic adjustments, GST filing (online and manual) and payment, online services, and, how to use our interactive "Tool for business". 9.30am to 11.30am. Contact Paris Karena, Community Compliance Officer, IRD Hamilton, L2, Rural Bank Building | Hamilton City, Ph 959 1475 EXTN: 67475, MOB: 029 959 1475, Paris. Karena@ird.govt.nz

18 NOVEMBER SATURDAY

BEST YEAR YET WORKSHOP WITH TRACEY OLIVIER. tracey@traceyolivier.com, www.traceyolivier.com, Ph. 021 168 3224



HAMILTRON NERDFEST - Welcome to the Hamilton NerdFest! Glued together by pop culture, performance and you, our multi-zone fair is for the nerd and non-nerd alike. Zeal, 9 Ward Lane, Central Hamilton.

Comprehensive event info can be found on our Facebook event page: Hamilton NerdFest 2017. Contact Dujon Cullingford at dujoncullingford@gmail.com for more information.

19 NOVEMBER SUNDAY



ROUND THE BRIDGES - Every year thousands of runners and walkers descend upon Hamilton City Centre for one of New Zealand's oldest and most beloved annually-contested events, Round the Bridges! Famous for its iconic landmarks and scenic views, the Round the Bridges course takes participants along some of Hamilton's most well-loved spots, including the Waikato River paths, the Hamilton Gardens and the vibrant CBD. The course is suitable for all participants and is fully wheelchair accessible. www.roundthebridges.co.nz

22 NOVEMBER WEDNESDAY

HOW TECHNOLOGY IS AFFECTING OUR CHILDREN. If you have concerns about the amount of time your children spend in front of a screen, we invite you to take advantage of this one-off opportunity to hear the thoughts of Dr Nicholas Kardaras. Dr Kardaras, an internationally renowned speaker, addiction expert and author of Glow Kids, will present how technology - more specifically, age-inappropriate screen technology - has affected the brains of an entire generation. 7pm. \$10 per person. St Paul's Collegiate School - Chapel of Christ the King, 77 Hukanui Road, Hamilton.

25 NOVEMBER SATURDAY



WAIKATO 100 - Waikato Rowing Club, Hamilton. Crews will race 100km from the Waikato Rowing Club to the Elbows Skis Club along the Waikato River. It is expected to take crews 6-10 hours to navigate the bends and currents of the river in this inaugural endurance race organised by well-known sportsman Rob Hamil. www.waikato100.kiwi

25 NOVEMBER SATURDAY -
16 DECEMBER SATURDAY

RIVERLEA THEATRE - BOOBS THE MUSICAL. See advert in this edition of Biz Hamilton for more details. Riverlea Theatre, a80 Riverlea Rd, Hillcrest, Hamilton. Phone 856 5450. enquiries@riverlea.org.nz. www.riverlea.org.nz

28 NOVEMBER TUESDAY

BEST YEAR YET WORKSHOP WITH TRACEY OLIVIER. tracey@traceyolivier.com, www.traceyolivier.com, Ph. 021 168 3224



GST RETURNS AND PAYMENTS DUE

2 DECEMBER SATURDAY



HAMILTON CHRISTMAS CONCERT AND TREE LIGHTING. Garden Place, Hamilton.

6 DECEMBER WEDNESDAY

REMEMBRANCE SERVICE. A special evening for families who have experienced a bereavement over the last 12 months. 7 pm at the Hope Chapel Auditorium, 142 Grey St, next door to Pellows. Parking is available at the rear. Please RSVP by 20th November (07) 856 5129. funerals@pellows.co.nz

9 – 13 DECEMBER (SATURDAY – WEDNESDAY)



BLACKCAPS V WEST INDIES - Seddon Park, Hamilton. International Cricket is the epitome of the New Zealand summer experience. It's what we do. It's the dad catches in the crowd, the costumes, the immaculate field and that perfect pitch that we can only imagine having in our backyard. Our excitement and buzz builds up our heroes and unsettles our foes. We're essential in building the drama and tension at those crucial crunch points that define national pride. Family and friends come together to experience the real New Zealand and this summer is shaping up to be a cracker the length of the country. www.hamiltonwaikato.com/events/2017-blackcaps-vs-west-indies-2nd-test-hamilton

10 DECEMBER SUNDAY



HAMILTON CHRISTMAS PARADE. Starts at 3pm on Anglesea Street.



12 DECEMBER TUESDAY

IRD INTRODUCTION TO BUSINESS SEMINARS. Starting a business? Come to our free seminars to learn about: working smarter with our online services, business structures, income tax, expenses you can claim, GST, and more. 9.30am to 11.30am. Contact Paris Karena, Community Compliance Officer, IRD Hamilton, L2, Rural Bank Building | Hamilton City, Ph 959 1475 EXTN: 67475, MOB: 029 959 1475, Paris. Karena@ird.govt.nz

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14 DECEMBER THURSDAY

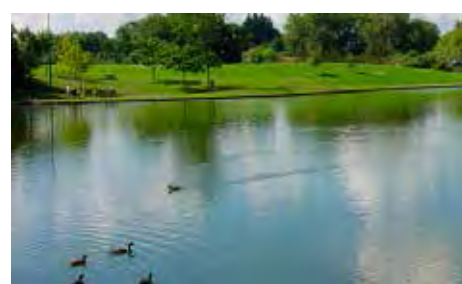


END OF SECONDARY SCHOOL TERM/YEAR

IRD GST WORKSHOPS. This workshop is a hands-on interactive session where you learn to complete a mock cashbook and GST return. It is ideal for sole traders,

partnerships and other small businesses. This workshop covers: what is GST, GST registration, record keeping - cash book, basic adjustments, GST filing (online and manual) and payment, online services, and, how to use our interactive "Tool for business". 9.30am to 11.30am. Contact Paris Karena, Community Compliance Officer, IRD Hamilton, L2, Rural Bank Building | Hamilton City, Ph 959 1475 EXTN: 67475, MOB: 029 959 1475, Paris. Karena@ird.govt.nz

16 DECEMBER SATURDAY



CHRISTMAS AT THE LAKE - Innes Common, Hamilton. Free Festival season event with music, dance, food stalls, rides and slides, Santa Claus and more.... Family friendly and non-alcoholic event. Two top bands entertaining us with popular Reggae and Pop/Dance music. Different ethnic dance groups and youths performing a variety of dances. Gourmet, Kiwi and Ethnic food stalls along with various items stalls. Come with your family and friends and have a wonderful time. www.hamiltonwaikato.com/events/2017-christmas-at-the-lake-hamilton

IT'S FREE TO LIST YOUR EVENT HERE, SO LET OUR THOUSANDS OF READERS KNOW:
info@bizhamilton.co.nz



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