

FREE Skills & Training Village Timetable

Mon 20th		
13:00-13:30	Profitable Kitchen Management	Martin Potts
13:30-14:00	Utilising your Menu to Increase Sales	JJ Healy
14:00-14:30	Excelling at Customer Service, Going the Extra Mile	Edward Meade
14:30-15:15	<ul style="list-style-type: none"> • IHI CPD Programme • Management Development Programme • An Introduction to a Green Business • Customer Care & Relationship Management • Social Media Campaigns to Super Charge Fan Acquisition • Pensions Board – Planning For Your Future 	 <ul style="list-style-type: none"> • Natasha Kinsella - IHI • Linda Halpin - Conor Kenny & Associates • Maurice Bergin - Green Hospitality Programme • Maeve Harrison & Mary Harrison - Optimum Ltd. • Hollie Faulker & Laura Fitzgibbon - Net Affinity • David Malone - The Pensions Board Ireland
15:15-15:45	Creating Value for your Customers	Edward Meade - Fáilte Ireland
Tues 21st		
12:00-12:30	Profitable Kitchen Management	Martin Potts
12:45-13:15	Utilising your Menu to Increase Sales	JJ Healy
13:30-14:00	Excelling at Customer Service, Going the Extra Mile	Edward Meade
14:15-14:45	Creating Value for your Customers	Edward Meade
14:45-15:30	<ul style="list-style-type: none"> • IHI CPD Programme • Management Development Programme • An Introduction to a Green Business • Customer Care & Relationship Management • Social Media Campaigns to Super Charge Fan Acquisition • Pensions Board – Planning For Your Future 	 <ul style="list-style-type: none"> • Natasha Kinsella - IHI • Linda Halpin - Conor Kenny & Associates • Maurice Bergin - Green Hospitality Programme • Maeve Harrison & Mary Harrison - Optimum Ltd. • Hollie Faulker & Laura Fitzgibbon - Net Affinity • David Malone - The Pensions Board Ireland
Wed 22nd		
11:30-12:00	Utilising your Menu to Increase Sales	JJ Healy
12:00-12:30	Profitable Kitchen Management	Martin Potts
12:30-13:00	Creating Value for your Customers	Edward Meade
13:15-13:45	Excelling at Customer Service, Going the Extra Mile	Edward Meade
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FREE Seminars Timetable

Mon 20th		
13:15-13:45	Create a higher Profit with less Sales	Aidan Mc Donnell - Synergy Stocktaking
13:45-14:15	How To Grow Your Business Beyond The Passing Trade	Peter Fry - Mobile Marketing
14:30-15:30	The Irish Pub Forum	Irish Pubs Global
15:30-16:00	Social Media Marketing	Cian Corbett - Connector
16:00-16:30	Using IT Systems to cut your Costs and Grow your Profits	Seamus McHugh - CBE Ltd
Tues 21st		
12:30-13:00	Create a Higher Profit with less Sales	Aidan Mc Donnell - Synergy Stocktaking
13:00-13:30	How To Grow Your Business Beyond The Passing Trade	Peter Fry - Mobile Marketing
13:30-14:00	Casinos - a New Addition to what Ireland has to Offer to Visitors?	Marie Connelly - A&L Goodbody
14:30-15:00	Using IT Systems to Cut your Costs and Grow your Profits	Seamus McHugh - CBE Ltd
15:30-16:00	Social Media Marketing	Cian Corbett - Connector
Wed 22nd		
11:00-11:30	Create a Higher Profit with less Sales	Aidan Mc Donnell - Synergy Stocktaking
12:00-12:30	Using IT Systems to cut your Costs and Grow your Profits	Seamus McHugh - CBE Ltd
14:00-14:30	Private Security Authority Licensing & the Hospitality Sector	Geraldine Larkin - Private Security Authority
14:30-15:00	Business Planning for the Hospitality & Food Sectors	John O'Callaghan - BDO
15:00-15:30	Health & Safety	Alan Roberts - A&L Goodbody

Exhibitors' List

Abbeycrest/O-Systems/SMSTexter	Cluey Systems	Fun Tech	LG/Osmosis Ireland	Quick Service Food Alliance
Absolute Retail Control Ltd	Corby Of Windsor	G4S Cash Solutions Ltd	Light Sound Service (LSS)	Realtime Ireland
Academy Signs	Derrys Ltd	Glendun Sales Ltd	Mainly Menus	Restaurants Association of Ireland
Alamal Co For Import & Export	Devlin Retail Systems Ltd	Go Play Ltd	McLaughlin Electronics Limited	Setanta Sports
Almotech Ltd	Digital Djs	Gormley UPVC Systems Ltd	Milano Coffee Systems	Slowey Systems
APT Safe-link	DonkeyMedia	G's Gourmet Jams	Millimetre Design	Solve Business Solutions
Autobar	Elamanaha Company For Import & Export	Hospitality Ireland Magazine	MK Illumination	Springsoft Systems Ltd
Automatic Amusements	Electricity Saver Ireland	Irish Hospitality Institute	Monaghan Bros Bar Furniture	SUPERLEAGUE
Bagsitt	Ellis Audio Visual Limited	Irish Night Club Industry Association	Manufacturers Ltd	Synergy Stocktaking
Bakr Co For Import & Export	EMOS-Infineer	Jetpoint Vending	Money Point Ltd	The Irish Pub Channel
Bartenders Association of Ireland	Febvre	John O'Connell Furniture	Mullan Lighting Design & Manufacturing Ltd	The Irish Times
Boc Sureserve	Fáilte Ireland	Kangen Ireland	NetSpeed	The Pensions Board
Bonzi	Focalpoint	KC Leisure & Marketing	Paragon Business Systems	TIME POINT
Captiva POS	Food Safety Authority of Ireland	KMC Foods Ireland	Paul Haffey Design	Total Woodfloors
Catering Innovation Agency	Fresh'n Up Ltd	Koppertcross	Print Zone	TrustYou
CBE Ltd	Fun Foods	Les Vergers Boiron		Vintners Federation of Ireland

Hospitality Expo 2012 FEATURES



Sustainable Kitchen

Hospitality Expo 2012 will feature a sustainable kitchen in operation right at the heart of the event



MasterChefs LIVE

The Master Chefs LIVE theatre will feature the latest in culinary ideas from proprietor chefs



Fáilte Ireland
National Tourism Development Authority

Tapas Demos

Martin Potts of Fáilte Ireland will host Tapas Master Classes – the way to add a new revenue stream



Fáilte Ireland
National Tourism Development Authority

Skills & Training

The Skills and Training Village will include short informative sessions as well as one to one training



BACARDI

Cocktail Competition

The Bartenders Association of Ireland & Bacardi will host a National Cocktail Competition – Mon/Tues



Hospitality Restaurant

The Hospitality Restaurant in the centre of the exhibition will feature a different RAI member restaurant each day. Book your lunch at the **RAI stand C31** and enjoy the exquisite cuisine of:

Mon 20th Tues 21st Wed 22nd

Darwins **TANKARDSTOWN** **Pacinos**

Features Sponsors



Hospitality Expo

www.hospitalityexpo.ie

Food Service Industries Exhibition

RDS Industries Hall Dublin
(Anglesea Road entrance)
20th - 22nd February 2012

Monday 12.30pm - 5.00pm
Tuesday 11.00am - 5.00pm
Wednesday 10.00am - 4.00pm

SHOW PREVIEW

The Irish Hospitality Industry is coming together in force this February to support Hospitality Expo, the national 3 day event in the RDS, designed to assist Food & Beverage Service Operators Plan for Profit in 2012.

- Restaurants • Pubs • Fast Food •
- Clubs • Hotels • Caterers •

The success of numerous pubs, restaurants, clubs and quick service outlets combined with a return to growth in tourist numbers proves that business is there to be done by those who are prepared to make the changes necessary to attract customers, improve their product offering and provide the value that customers demand.

For this reason seven of the industry's leading trade organisations (listed below) have come together to support **Hospitality Expo** and provide proprietors & managers with the ideas, the information and the facilities you need to succeed in 2012.

- The Restaurants Association of Ireland
- Fáilte Ireland
- The Vintners Federation of Ireland
- The Irish Hospitality Institute
- The Bartenders Association of Ireland
- The Quick Service Food Alliance
- The Irish Nightclub Industries Association

VISIT HOSPITALITY EXPO

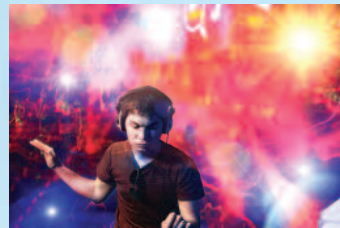
Your visit to **Hospitality Expo** will help you identify opportunities to build your business from its current base, to find new ways to respond to market and customer demand so as to increase revenue, reduce costs and improve profitability.



Andrew Rudd
plus 12 other
RAI Master
Chefs LIVE



This Is
Your Industry's
National Event -
Don't Miss It !



Invest One Day In Your Business

A warm welcome awaits you at the RDS where you will meet friends and colleagues from around the country. Call by the **Skills & Training Village** for one to one expert advice, take in the **MasteChef Cooking Demonstrations**, enjoy a meal in the **RAI Hospitality Restaurant**, join in the **Bacardi Cocktail Competition** and **Flair Mixologist** demonstrations in the **AVL Disco Bar** or get in on the **EURO 2012** buzz in the **3D Cinema** from **LG/Osmosis** while sampling the event's **Signature Cocktail** and **O'Hara's Real Ale & Stout**.

- **FREE** Hospitality Expo Signature Cocktail
- **FREE** O'Hara's Real Ale & Stout
- **FREE** Seminars
- **FREE** Euro 2012 3D Theatre
- **FREE** Cooking For Profit Demos
- **FREE** Draw for Ireland V. Scotland Tickets
- **FREE** One to one Mentoring/Problem Solving



Organised by



Supported by



Hospitality Expo

Food Service Industries Exhibition

RDS Industries Hall Dublin
(Anglesea Road entrance)
20th - 22nd February 2012

Monday 12.30pm - 5.00pm
Tuesday 11.00am - 5.00pm
Wednesday 10.00am - 4.00pm

From the latest in cash management technology to state-of-the-art entertainment systems along with advice from some of Ireland's top food and beverage experts **Hospitality Expo** provides you with access to innovative suppliers, new ideas and the information you need to control costs, increase turnover and attract additional customers in 2012. The following is a brief overview of what you can expect to find.

Entertainment

High quality entertainment is now critical to the success of many hospitality venues and with the Euro 2012 football championships coming up in June fans wishing to follow "Trapp's Army" back at home in Ireland will be looking for the best match-day experiences. And it will be hard to find a better one than the **LG 3D Bar Experience** on show at the **Osmosis Ireland** stand. This features a projector and a truly enormous 150 inch screen delivering stunning high definition 3D pictures with quality so good it's hard to believe you're not in the stadium.

Moving away from sports **Realtime Ireland** will be showing their class-leading background music, music video and on-screen advertising solutions for the hospitality industry while **DonkeyMedia** will be demonstrating its background music and visuals for the hospitality and retail sectors. **JukeBook** will showcase its integrated on-site music systems; and **Ellis Audio Visual Limited** will exhibit their range of high quality professional audio visual equipment.

For something a little more active look no further than **Superleague** who install free of charge pool tables, juke boxes and gaming machines. And activity doesn't have to be indoors either - visit the **Go Play** stand to see a range of playground equipment and surfacing.

Food and Drink

Entertaining guests is just part of the picture; high quality food and drink is one of the hallmarks of the Irish hospitality sector. Visit the **Fáilte Ireland** and **Irish Hospitality Institute** stands (B12/B4) to see the high quality training services on offer to the industry.

When it comes to products **Hospitality Expo** covers an incredible variety with everything from popcorn and slushies from **Fun Foods** through the full range of food and drink from **Simply Foods**, frozen fruit and vegetable purees from **Les Vergers Boiron** to handmade preserves from **G's Gourmet Jams** on show.



CBE software systems and solutions. Visit stand no. D10



MK Illumination - stand no.B50

Catering Equipment & Hygiene

Hospitality Expo 2012 features the latest in catering products and equipment with the emphasis on quality and standards. The **Food Safety Authority** will be on hand to explain its role in ensuring that food meets the highest standards of safety and hygiene reasonably and complies with legal requirements and codes of good practice.



Helping deliver the most innovative and efficient kitchens will be the **Catering Innovation Agency** which offers kitchen design with an emphasis on energy management systems, ergonomics and a customer tuned planning process.

Autobar will show its range of dishwashers, icemakers, glasswashers, fridges and coolers while **Kangen Ireland** will demonstrate its water ionizer.

In the hygiene arena **Fresh 'N' Up** will showcase its range of washroom services.

Technology

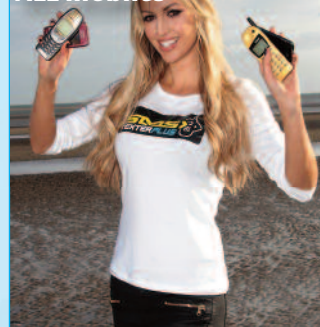
The impact of technology on the hospitality sector has been truly enormous with marketing and energy usage particularly affected. **Electricity Saver Ireland** will be showing how it can help hospitality businesses make savings of between 10% and 25% on energy bills; **Focalpoint** will demonstrate its panoramic photography service for virtual tours of your premises; while **TrustYou** will be there to show how social media management can boost business.

Business Solutions

The area where technology has had the most profound impact, however, is business solutions with everything from front of house ordering and point of sale systems to back office management information systems being transformed over the past decade.

The electronic point of sale sector is particularly well represented at

Abbeycrest Traders NEW SMS voucher system for ALL mobiles



Hospitality Expo with **CBE** and **Captiva POS** showing their innovative solutions for the retail and hospitality markets; **Cluey Systems** will be showing its system which can run on any touchscreen device such as an iPad or smartphone; and **Devlin Retail Systems Ltd** will also be demonstrating its touchscreen systems.

In the broader management systems area **Paragon Business Systems** will be showing its hospitality management software; **Slowey Retail Systems** will be demonstrating its online reservations system; and **Solve Business Solutions** will be exhibiting its business support services including accounting, taxation, bookkeeping, payroll and HR.

Furniture & Décor

In an industry which is more competitive than ever a key differentiator is the quality of the design and fit out of your premises. **Hospitality Expo 2012** features a wide variety of designers and suppliers who can help you achieve the right look and feel for your particular market.



Millimetre Design has extensive experience in creating and implementing successful design concepts for a wide range of leisure and hospitality projects and will be on hand to discuss how they can meet your needs. Specialist hospitality industry designer **Paul Haffey Design** will showcase some of their recent projects.

For that warm and natural look that's easy to maintain visit the **Total Woodfloors** stand and if its furniture that interests you take a look at the range on offer from **John O'Connell Furniture**, **Derry's Ltd** and **Monaghan Bros Bar Furniture Manufacturers Ltd**.

Guest Facilities and Services

Superior quality guest facilities are another source of competitive advantage. Among the most popular value-add services offered by hospitality businesses at the moment are free Wi-Fi facilities. **NetSpeed** will be at the show to demonstrate their guest internet access solutions over wire and Wi-Fi.

Far more traditional is the old reliable in-room **Corby Trouser Press** and **Corby of Windsor** will be at **Hospitality Expo** showing not just the trouser press but also their range of irons, ironing centres, kettles, hairdryers, mini-bars safes, and many more guest room amenity products.



Milano Coffee Systems Enova which is suitable for any small bar. Visit stand no. B22

Security and Cash Management

Despite the increasing dominance of credit cards the hospitality sector remains very much a cash business. This means that security and efficiency in cash handling and management are of paramount importance. If you're looking for new or improved solutions for your business you'll find them at **Hospitality Expo** with leading companies in the field including **G4S Cash Solutions**; **APT Safe-link**; **Money Point Ltd** all in attendance.



Febvre will be showing their Le Verre De Vin Pod Bars which feature 2 digitally controlled temperature chambers. Sample their Fleur Du Cap wine in the RAI Restaurant.

Trade Bodies

The industry is also well represented at **Hospitality Expo 2012** and you can meet and speak to representatives of the **Vintners' Federation of Ireland**, the **Restaurants Association of Ireland**, the **Irish Hospitality Institute**, **Fáilte Ireland**, the **Irish Bartenders Association** and the **Quick Service Food Alliance** during the show.

Media

Media coverage has always been important to the industry and **Hospitality Ireland Magazine** and the **Irish Times** both have stands at **Hospitality Expo 2012**.



www.hospitalityexpo.ie

Book your Free Seminars or Pre-Register Online at www.hospitalityexpo.ie and be included in a draw to win two tickets for Ireland V Scotland Six Nations match at the Aviva Stadium on 10th March.

MasterChef Cooking Demos Timetable

Mon 20th	Chef	Restaurant
13:00-13:45	Feargal O'Donnell	The Fatted Calf
13:45-14:30	Gary O'Hanlon	Viewmount House
14:30-15:15	Andrew Rudd	Private Dining
15:15-16:00	Martin Potts & JJ Healy	Fáilte Ireland
16:00-16:45	Christopher McMenimen	Harveys Point
Tues 21st		
12:00-12:45	Ursula Davis	Fallons
12:45-13:30	Sham Hanifa	The Cottage
13:30-14:15	Phillippe Farineau	Mount Falcon
14:15-15:00	Andrew Rudd	Private Dining
15:00-15:45	Martin Potts & JJ Healy	Fáilte Ireland
15:45-16:30	Padraic Og and Dave Power	Gallaghers Boxty House
Wed 22nd		
11:15-12:00	James Ainscough	The Dublin Wine Rooms
12:00-12:45	Rory Carville	Lockes Brasserie
12:45-13:30	Piero Melis	The Courthouse
14:00-14:45	Martin Potts & JJ Healy	Fáilte Ireland
14:45-15:30	JP McMahon	Cava