



Centrestage

Keeping you up with the play in the Central City.

Contact: paul@ccba.co.nz ph: 379 9745 m: 021 2233 963

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CENTRAL CITY BUSINESS ASSOCIATION



Time to Curb Party Buses

The CCBA supports a ban of party buses as they cause major issues in the city centre and many businesses have to deal with the problems and mess they leave behind.

When he was asked why, he said "you'll see". In the next 20 minutes patrons came off the bus and created havoc on their way into the city centre: they banged on the windows of the place they stopped outside, intimidating people inside; damaged property and urinated.



Paul Lonsdale
Central City Manager
Business Association

I have received calls from concerned business owners and patrons who have been in city-licensed establishments when party buses pull up and drop off their intoxicated occupants. One caller highlighted the level of the issue: while enjoying an evening in the outdoor area of an establishment near Latimer Square a party bus pulled up. The owner of the establishment instructed all guests to come inside - and bring the furniture with them.

There is a perception that the Christchurch city centre is unsafe and party buses contribute to this.

Our city plays host to Canterbury's tourism industry which supports the local economy to the tune of about \$2.4 billion a year. We have a large number of licensed businesses in the central city paying good rent to operate and these buses operators are destroying the city image and hindering their businesses.

Licensing bus operators has to be curbed and the sooner we resolve the problem, the sooner we can change our unsafe image to assist our city businesses.

Party buses are dropping drunk and violent customers in the inner city in such large numbers that police cannot deal with them, a Christchurch licensing hearing has been told.

Talking the Talk

Talking to yourself has long been thought of as an early sign of mental illness but it appears that the practice actually carries with it significant mental health benefits. For example, research conducted by Dr Paul Horton (author of a book called the Solace Paradigm) says that talking to oneself can lift a depressive mood.

However, the medical effects are only positive when the talk is itself positive.

Ref: The Times (UK)



Embracing Risk

There is a new appreciation of the wider scope of risks facing business requiring them to look at risks in a more structured way.

It is important to be aware that senior managers, being human, may rate risk based on a emotional response triggered by the experience of the threat and not on its probability and its impact.

Good risk management processes will comply with corporate government requirements but more importantly, must improve the quality of, and returns to, the business.

The four ways of dealing with risk are known as the four T's. Tolerate, Transfer (usually by insurance), Treat (reduce/ and or manage) and Terminate. Risk management is not a one off exercise.

Source: Meet the Ninja - Deadly leadership academy.

When the customer is a nuisance

Someone has coined a new phrase, 'Treating the Customer as a Nuisance' and there may be some truth in it.



At first, supermarkets made it difficult for regular customers to keep buying the same thing again and again, by moving their stock around. Then they stopped putting people's groceries in bags. Now self-service checkout ensures that nobody gets the service they need. RBR consultancy forecasts that there will be 15,000 in UK stores by 2011 (compared to 7,000 in 2008). The people who like to be served have to wait in longer queues because there are fewer of

them; and the people who are using self-service may be thinking they have no choice but to get out of the queue.

Some have compared the introduction of self-service checkouts with ATMs, which seem to have been adopted with far less regret. But the price that banks have paid with their brands suggests that ATMs were just a

symptom of a deeper malaise. Reducing the need to go into the bank to get money may have led to a breakdown in relationships between customers and their bank. The truth is that companies must be very careful about blithely introducing something that suits them, not the customer. The price of ATMs and self-service checkout may be higher than it looks.

Ref: The Opportunity Report., 8 October 2009.