President’s Message: Look Out For The Side-effects!

In recent years, meetings have been facing a number of challenges that have required a new approach to decision making. The global financial crisis has had a significant impact on the industry, and we have seen a decrease in the number of meetings and events being held. However, there have also been some positive developments, such as increased focus on sustainability and innovation.

One of the most significant challenges facing the meetings industry is the impact of the coronavirus pandemic. The industry has been forced to find new ways of operating, and many meetings and events have been moved online through virtual platforms.

Another challenge facing the industry is the rise of alternative forms of communication, such as videoconferencing and webcasting. These technologies have been particularly useful during the pandemic, but it is unclear how they will impact the industry in the long term.

Looking ahead, the meetings industry will need to continue to adapt to the changing landscape. This will require a commitment to innovation, sustainability, and collaboration. It will also require a focus on the well-being of meeting professionals and the attendees they serve.

In conclusion, the meetings industry faces a number of challenges, but it also has the opportunity to create a new future that is sustainable, innovative, and focused on the well-being of all who are involved.

Edgar Hirt, A Director’s Vision for AIPC

Edgar Hirt, who was elected to the AIPC Board at last year’s General Assembly, is currently serving as the President of COPR (Congress Organisers Professional Relations) and is the Director of the Congress Centre Musée National d’Art de et d’Industrie (Key), France.

Edgar Hirt has been active in the meetings industry for over 20 years and has held various positions in the industry, including as former President of the Congress Centre Hamburg (CHB) and as the Director of the Congress Centre Palau de Congressos de Catalunya – Barcelona.

Edgar Hirt is a strong advocate for the importance of collaboration and innovation in the meetings industry and is committed to ensuring that the industry continues to grow and thrive.

ECS Supports Successful New Educational Efforts

The Excellence in Customer Service (ECS) course is currently reaching important milestones in its development and implementation. The course is designed to provide attendees with the knowledge and skills necessary to excel in the customer service role and to support the growth and success of the meetings industry.

The ECS course features a mix of classroom instruction, hands-on activities, and interactive sessions. Attendees will learn about best practices in customer service, the importance of communication, and how to effectively manage challenging situations.

The ECS course is being offered in partnership with the AIPC and the Congress Centre Hamburg (CHB), and is being marketed through the AIPC’s “AIPC Seminar Series” to address the needs of meeting professionals.

The ECS course is available both in print and electronically via the internet. Each attendee will receive a comprehensive workbook and a digital copy of the course materials.

In conclusion, the ECS course is a valuable resource for anyone looking to improve their customer service skills and to support the growth and success of the meetings industry.

Member Survey Probes PCO Relations

A recent member survey revealed that the majority of member facilities prefer to work with PCOs for their events. However, there was some concern about the quality of service provided by some PCOs, and a desire for increased transparency and accountability in PCO relationships.

In response to these findings, the AIPC is considering implementing a new PCO certification program to ensure that PCOs meet certain standards and requirements.

In conclusion, the AIPC is committed to ensuring that PCO relationships are strong and beneficial for all parties involved. This will require a commitment to transparency, accountability, and collaboration.

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**AIPC 2002 Tenerife**

The Tenerife Host Committee is pleased to announce the following AIPC New Members:**

**Düsseldorf**

Düsseldorf, the newest member of AIPC, offers a highly diversified portfolio of event facilities and an unparalleled range of regional specialties. The region is host to many well-known international conferences and famous Kingkong (shopping promenade), numerous museums and art galleries, and some of the cultural highlights in Germany.

Düsseldorf also is a key location for political and commercial decision making for companies in the engineering and automotive industries.

AIPC welcomes its second largest convention centre and its number one in Europe and second in the world after Amsterdam with one of the largest exhibition halls in Europe. Its excellent transport connections into the inner city, by train, bus or public transport, or by car, make it very attractive.

**Cairns Convention Centre**

The Cairns Convention Centre is a world-class meetings venue in the tropical paradise of Cairns, renowned the Great Barrier Reef and World Heritage Rainforest. Cairns is the very heart of the Asia-Pacific region and its International Airport makes it the most convenient of all trinity cities to fly to from around the world. Cairns is easily accessible by land, rail and air. Prominent Australian and International conference destinations are in easy reach.

The Cairns Convention Centre is the headquarters for the Cairns Convention Centre Association's Dotencies, the official members group, and the Cairns Convention Centre is also the proud home of the Cairns Conference Centre, the local branch of the Australian Convention Centres Association.

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