

AGENDA Tuesday



	Hotel Marketing Summit Seminar Room A	Energy Efficiency & Sustainability Summit Seminar Room B	Hotel Leaders Summit Seminar Room C	Hospitality Design Talks Design Talks Stage
10:00AM	BADGE COLLECTION & EXPO FLOOR OPENS			
10:30AM	BOOK DIRECT STRATEGY & THE IMPORTANCE OF FIRST PARTY DATA <i>Jana Doebbert, Manager, Digital Media Team, Amadeus</i>	THE TIME IS NOW: SUSTAINABILITY AS A TRUE REVENUE GENERATOR <i>Brad Cox, Director Communications, Green Globe Certification</i>	GLOBAL TRAVELLER INSIGHT: UNDERSTANDING THE 'NEW' NEEDS AND WANTS <i>Drew Bowering, Senior Director Market Management APAC, Expedia Group</i>	SUSTAINABILITY PULSE CHECK: INITIATIVES AND PROGRAMS DRIVING SOCIALLY AND ENVIRONMENTALLY CONSCIOUS HOTEL DESIGN <i>Tina Fox, Senior Associate of Interior Design, Scott Carver</i>
11:30AM	HOTEL MARKETER DEEP DIVE: DISSECTING COVID AND FUTURE STRATEGIES <i>Renae Trimble, Chief Commercial Officer - Pacific, Accor; Oliver Ruf, Director of Revenue Management, Park Hyatt Sydney; Jackie Douglas, President, HSMIA APAC</i>	BECOMING A MORE SUSTAINABLE HOTEL BEFORE IT'S TOO LATE <i>Peter Weingartner, Principal, Swisstrade; Tim Ower, Director, EcoLinen; Jeff Olling, Global Chief of Stakeholder Relations, iugis; Giovanna Lever, Managing Director, Sparrowly Group; Vass Tzavaras, Director of Engineering Australia, Frasers Hospitality Australia</i>	RETURNING TO PROFITABILITY: INITIATIVES, INSIGHTS & OPINIONS POST-COVID <i>Dr Jerry Schwartz, CEO, Schwartz Family Co; Shaun D'Cruz, Executive General Manager, Crown Hotels Melbourne; Wayne Taranto, Director of Operations Australia, Ovolo Hotels; Dean Minnett, Managing Director, Minnett Prime Square</i>	HOTEL & HOSPITALITY DESIGN: THE POST-COVID PLAYBOOK <i>Rachel Luchetti, Director, Luchetti Krelle; Rick Whalley, Partner/Director, CHADA; Camille Corlette, Global Creative Director, Corlette; Nick Travers, Director, Techne Architecture + Interior Design</i>
12:30PM		VALUATION UPLIFT: INVESTOR VIEW ON SUSTAINABILITY <i>Riccardo Rizzi, Head of Energy and Sustainability Services Australia, JLL</i>	THE VIEW FROM THE TOP: UNPACKING THE NEXT 5 YEARS <i>Heidi Kunkel, Australasia Vice President - Operations, Hilton; Antony Ritch, Chief Executive Officer, TFE Hotels; Damian Quayle, Chief Operations Officer - Sydney, The Star Entertainment Group; Craig Hooley, Chief Operating Officer, Minor Hotels Australia and New Zealand; Dean Long, CEO, Accommodation Association</i>	
1:00PM	HOW TO WIN AT SOCIAL! <i>Amaury Tréguer, Executive Director of Social, Red Havas</i>			AUSTRALIA'S DESIGN INDUSTRY: WHAT DOES THE FUTURE HOLD? <i>Rosie Morley, Principal, Fender Katsalidis; Alex Hopkins, Design Director - Interior Architecture, Studio Tate; Ingrid Farago, Associate, Hassell</i>
1:30PM		ENERGY-MANAGEMENT SAVINGS: TIPS, TECH AND INNOVATION FOR HOTELS <i>Daniel Wright, Executive General Manager - Energy, iugis; Peter Garrett, Managing Director, mySmart; Brendon Granger, Chief Experience Officer, Technology 4 Hotels; Anura Yapa, President Aust. Inst. of Hotel Engineering NSW Chapter & Director of Engineering, Shangri-La Sydney</i>	THE GREAT DIVIDE: APPROACHING THE TALENT POOL REBUILD IN HOTELS <i>Sarah Derry, Senior Vice President Talent & Culture - Pacific, Accor; Michelle Bevan, Chief People Officer, TFE Hotels; Kim Lee, Chief People and Performance Officer, The Star Entertainment Group</i>	
2:00PM	BLUEPRINT: HOW TO WIN THE CUSTOMER EXPERIENCE JOURNEY <i>Felisha Mina, Digital Consultant, MI Academy</i>			
2:30PM		ASSESSING IF YOUR SUPPLIERS ARE WALKING THE SUSTAINABILITY TALK <i>Marta Fernandes, Head of Strategic Projects and Sustainability, Nespresso</i>	BENCHMARKING POST-PANDEMIC: HOW YOU LEVERAGE TO OUTPERFORM <i>Matthew Burke, Regional Manager - Pacific, STR</i>	SEARCHING FOR A UNIQUE STORY TO BREATHE LIFE INTO A BOUTIQUE BRAND <i>Juliet Ashworth, Creative Director/Owner, CHADA</i>
3:00PM	PUBLICITY HACKS EXPENSIVE PR AGENCIES DON'T WANT YOU TO KNOW! <i>Celia Harding, Director, PR Shed</i>			
3:30PM		SUSTAINABILITY PROGRAMS: HOTEL SIDE INSIGHTS	LEADERSHIP PANEL: HOW HAVE YOU COPEDED WITH THE PANDEMIC? <i>Dave Baswal, Managing Director ANZ, Ovolo Hotels; Graham Perry, Managing Director Australasia, BWH Hotel Group; Geoff York, Chief Executive Officer, Crystalbrook Collection; Michael Johnson, CEO - NSW & National, Tourism Accommodation Australia</i>	NURTURING CREATIVITY AND INNOVATION IN OUR PRACTICES <i>Mathew Dalby, Creative Leader</i>
4:00PM	DOUBLE YOUR DIRECT REVENUE: DIAGNOSE TRAFFIC DROP-OFFS ON YOUR WEBSITE <i>Cooper Jitts, Founder and Director, Talk Agency</i>			
4:30PM	NETWORKING & EXPO FLOOR OPEN UNTIL 5PM			



AGENDA Wednesday

	Revenue & Distribution Summit Seminar Room A	Small Hotelier Summit Seminar Room B	Hotel Technology Summit Seminar Room C	Hospitality Design Talks Design Talks Stage
10:00AM	BADGE COLLECTION & EXPO FLOOR OPENS			
10:30AM	<p>BUDGETING IN A POST-COVID ENVIRONMENT: HOW FORWARD-LOOKING DATA CAN BE HARNESSSED TO ACCURATELY FORECAST FOR 2022 <i>Amit Peshawaria, Head of Asia Pacific & Oceania, OTA Insight</i></p>	<p>SMALL OPERATOR MASTERCLASS: YOUR HOTEL IS A BUSINESS, NOT A LIFESTYLE CHOICE! <i>Bruce Ryman, Owner, Highfields Motel; Leanne Stocks, Director of Sales and Marketing, BWH Hotel Group; Tamie Matthews, CEO + Founder, RevenYou; Jackie Douglas, President, HSMIA APAC</i></p>	<p>UNLEASHING THE POWER OF YOUR PMS: LOOKING OUTSIDE THE BOX <i>Howard Phung, GM Digital, Data & Tech - Hotel & Resorts, Event Hospitality & Entertainment Limited; Rudy Kalele, Director of Revenue, Distribution and Central Reservations, Iconic Hotels by Geocon; Damien Murphy CHTP, Co-Founder, hconnect; Mike During, Director, GuestTraction; Adam Britton, Sales Director, Mews</i></p>	<p>SURPRISE AND DELIGHT: DELIVER EXPERIENCES OR PERISH! <i>Michael McCann, Founder/Principal, Dreamtime Australia Design</i></p>
11:30AM	<p>THE INFLUENCE OF TRUST AND CONTROL ON PRICE PERCEPTION <i>Anthony Stanley, Director of Performance and Revenue Management, Choice Hotels Asia-Pac; Oliver Ruf, Director of Revenue Management, Park Hyatt Sydney; Corinne East, Executive Manager, Easts Holiday Parks; Jason Carley, Partner, Simon-Kucher & Partners; Melissa Kalan, Chief Executive Officer, Australian Revenue Management Association (ARMA)</i></p>	<p>THE DEVILS IN THE DATA: A SMALLER OPERATOR APPROACH TO LEVERAGING THE NUMBERS <i>Paul Hammond, Business Development Manager, Pacific, STR; Tom Chappel, Business Development Manager, Pacific, STR</i></p>	<p>CONTACTLESS TECHNOLOGY - THE HYPE V THE REALITY <i>Paul Briggs, Sustainability & Projects Co-ordinator, Schwartz Family Company; Michael Benikos, Managing Director, ASSA ABLOY Global Solutions Australia; Ted Horner, Managing Director, E Horner & Associates; Brendon Granger, Chief Experience Officer, Technology 4 Hotels</i></p>	<p>THE FUTURE OF HOTEL DESIGN: HUMAN-CENTRED <i>Jeff Copolov, Director, Bates Smart; Juliet Ashworth, Creative Director/Owner, CHADA; Donn Salisbury, Director, Electrolight</i></p>
12:30PM	<p>AGILITY: WHY IT'S NON-NEGOTIABLE IN 2021 <i>Mark Tierney, Chief Revenue & Distribution Officer, Quest Apartment Hotels; Marit Connell, Director of Revenue - ACT & NSW, TFE Hotels; Howard Phung, GM Digital, Data & Tech - Hotels & Resorts, Event Hospitality & Entertainment Limited; Marika Sanigorska, Enterprise Director, APAC, SiteMinder</i></p>	<p>"I STAYED AT A PERFECTLY ADEQUATE HOTEL." - SAID NO ONE EVER <i>Tamie Matthews, CEO + Founder, RevenYou</i></p>	<p>HOW TECH-ENHANCED WELLNESS IS CHANGING THE GUEST EXPERIENCE <i>Tony de Leede, Wellness Entrepreneur, Wellness Solutions</i></p>	
1:00PM				<p>CUSTOM DESIGNING FABRICS, WALLCOVERING AND CARPETS FOR PROJECTS <i>Rebecca Boland, Associate, CHADA</i></p>
1:30PM	<p>GOOD, BAD, & UGLY: WHAT I LEARNT ABOUT REVENUE MANAGEMENT DURING COVID <i>Matt Dybing, Co-Founder & Director, Nuvho - The Hotel Collective</i></p>	<p>DIRECT BOOKINGS PLAYBOOK: KNOW HOW TO WIN THE CUSTOMER <i>Bart Sobies, Founder, iBooked.Online</i></p>	<p>TECHNOLOGY + OUTSOURCING = OPERATING EFFICIENCY & IMPROVED PERFORMANCE <i>Grant Alchin, Head - Australia Asset Management, CapitalLand Australia; Marcus Anketell, Head of Hotels, Hospitality and Leisure, Mulpha; Michael Johnson, CEO, Tourism Accommodation Australia; Justin Jones, General Manager Business Development, ahs hospitality; Erkan Tatlidil, CEO, RoomOperations</i></p>	
2:30PM	<p>DISTRIBUTION REDEFINED: THE FUTURE RELATIONSHIP WITH 3RD PARTY CHANNELS <i>Kanwarpreet Kanwar, Director of Revenue, Sales & Distribution, Ovolo Hotels; Oskar Will, Business Development Manager, OTA Insight; Mike Evans, Director of Sales ANZ, Amadeus; Murtaza Rangwala, Owner & Principal Consultant, RevUplift</i></p>	<p>9 WAYS TO STOP HOTEL BOOKING LEAKAGE FOR SMALLER OPERATORS <i>Michael Harper, Director, Hotel Strategy Co</i></p>	<p>BIG TECHNOLOGY IMPACT WITHOUT A CHAIN HOTEL BUDGET! <i>Damien Murphy CHTP, Co-Founder, hconnect</i></p>	<p>SUSTAINABLE DESIGN MATTERS <i>Ian Lomas, Principal, Woods Bagot; Patricia Bondin, Senior Associate, Creative Lead, Architectus; David Baggs, CEO & Program Director, Global Green Tag International</i></p>
3:30PM	<p>THE SHIFT OF THE CUSTOMER JOURNEY AND DISTRIBUTION LANDSCAPE <i>Duncan Waterman, Country Manager, Australia & New Zealand, D-Edge Hospitality Solutions; A.J Shantirnam, Principal Client Partner, TripAdvisor; Jeff Baars, Chief Marketing and Digital Officer, Quest Apartment Hotels; Tom Christiansen, Group Revenue & Reservations Manager, Majestic Hotels</i></p>	<p>BEST BANG FOR BUCK: MARKETING SPEND STRATEGIES FOR SMALL OPERATORS <i>Darryl Hukins, Founding Director, Hotel Digital Marketing</i></p>	<p>HOW SMART ROOMS CAN TRANSFORM YOUR BRAND AND GUEST EXPERIENCE <i>Brendon Granger, Chief Experience Officer, Technology 4 Hotels; Richie Cheng, Hospitality Channel Manager, Westan Australia; Heinrich Saayman, Director, HoneyBadger Technologies; Michael Galea, Managing Director, Delion; David McDonald, Regional General Manager Sydney CBD, TFE Hotels</i></p>	<p>NEW LUXURY: THE EMERGENCE OF THE CONSCIOUS CONSUMER <i>Hanna Richardson, Interior Architect, ZWEI Interiors Architecture; Katherine Kemp, Architect, ZWEI Interiors Architecture; Francis Loughran, Founder, Future Food</i></p>
4:00PM	NETWORKING & EXPO FLOOR OPEN UNTIL 5PM			