

Building Success

on shifting sands



The 17th Annual Hotel General Managers' Conference 18th and 19th January 2010 Jumeirah Carlton Tower, London

Monday 18th January 2010

People... our greatest asset

- 11.30 **Sponsors showcase, registration and light lunch**
- 13.25 **Welcome**
Michael Gray
– *Chairman, The Master Innholders*
- 13.30 **Introduction**
Sally Atkinson
– *Session Chairman*
- 13.35 **The Olympics are coming!**
Panel discussion on the logistical challenges facing us, so we can maximise on the opportunities and deliver excellence
– *Chaired by Michael Gray*
- 14.35 **Y – innovate**
Presentation by the winner of hotel schools competition
- 14.50 **Master Innholder Scholarships**
- 15.00 **Tea**
- 15.30 **Government and Hospitality**
Bob Cotton OBE & Martin Couchman OBE
– *Chief and Deputy Chief Executive, British Hospitality Association*
- 16.10 **Risk and crises management**
Nick Maddox
– *Managing Director, Landau Manson Risk*
- 16.35 **Caterer & Hotelkeeper Hotelier of the Year**
introduced by Mark Lewis – *Editor*
- 17.00 **Close**

19.30 for 20.15 **Moët & Chandon Champagne Reception
Black Tie Gala Dinner**

Guest speaker: Sir David Michels

Tuesday 19th January 2010

Growing market share

- 08.30 **Registration and breakfast bites**
- 08.55 **Introduction**
Peter Hancock – *Session Chairman*
– *Chief Executive, Pride of Britain*
- 09.00 **An innovative approach to yield management**
Duncan Bramwell
– *Duncan Bramwell Associates*
- 09.30 **What value does your hotel have?**
Gerard Nolan – *Savills*
Bob Silk – *Barclays Commercial Bank*
- 10.00 **Future trends**
Sarah Miller – *Editor, Condé Nast Traveller*
Andrew Warren – *Managing Director, Condé Nast Johansens*
- 10.30 **Key technology drivers in 2010**
Ian Miller
– *Ecole Hoteliere Lausanne*
- 11.00 **Coffee**
- 11.30 **Eating, drinking and meeting**
Robbie Bargh
– *Managing Director, The Gorgeous Group*
- 12.00 **Innovation management strategy**
Prof. Keith Goffin
– *Cranfield University*
- 12.30 **The needs of the future consumer**
Tom Savigar
– *Strategy and Insight Director, Future Laboratories*
- 13.10 **Concluding remarks**
Michael Gray
- 13.15 **Buffet Lunch**