

Seminar 5:

AM: National Tourism and Hospitality PM: Food & Drink Retail Show / Foodservice and Hospitality

National Tourism and Hospitality

Times	Name	Topic
10.00-10.15	Rich New, Client Insight Manager, - HGEM Ltd, UK	Reinventing the Wheel, An Innovative Breakthrough in Guest Experience Management
10.15-10.30	Monica Or, Founder of Star Quality Hospitality Consultancy	The Hotelier's and Restaurateur's Guide to Creating a Star Quality Experience
10.30-10.45	John Howells, Senior Lecturer and Programme Director of BA International Hotel Management, University of Wales	Aspiring to produce hotel industry leaders of tomorrow
10.45-11.00	Ian Thomas is Head of Insight for NGI Solutions	Utilising events to showcase your destination
11.00 - 11.15	Coffee Break & Networking	
11.15-11.30	Andrew Waldron , Senior Business Development Manager , Syft	The opportunities and challenges challenge of engaging the next generation hospitality talents
11.30-11.45	Jacqui Jones – Programme Director for International Travel and Tourism Programmes at UWTSO, Swansea	An Aspen Adventure in Food and Drink
11.45-12.00	Richard Lewis , CEO NPD Hotels	ADDRESSING THE WORLD - 3 WORDS AT A TIME"
12.00.-12.30	Samantha Gourd , Head Of Sales - Individual Restaurants	Rewarding Loyalty; yes it does work
12.30-12.45	Resse Jeff	
12.45 - 13.45	Lunch Break & Networking	

Food and Drink Retail Show

Times	Name	Topic
13.45-14.00	Christine Tacon, Groceries Code Adjudicator	The Role of the Groceries Code Adjudicator
14.00-14.15	Mark Jones, Partner and Head of Food and Drink, Gordons law firm	Trading with supermarkets – What to do and what to think about.
14.15-14.30	Guy Hepplewhite, 1HQ, Creative Communications Planning Director	The Future of Retail
14.30-14.45	Jon Shaylor- Chief Operating Officer, Erudus	Wholesalers, adopt barcodes or get left behind.

Foodservice and Hospitality

Times	Name	Topic
14.45-15.00	Cyril Lavenant, Foodservice Director UK and Econometric Solutions Development Director Foodservice Europe	How to Survive in our challenging times
15.00-15.15	Gagan Kapoor, Head of catering - Loughborough University	Simplicity a business priority
15.15-15.30	Andrea Puddinu, Executive Sous Chef Baglioni Hotel Italy	The Italian Chef



All presentations/timetables are subject to change. Please check with onsite event timetable on the day.