



**Conference Programme as at 26.04.11  
(correct at time of print, subject to change without notice)**

7:45am - 8:45am

**Registration, Coffee, Muffins and Networking**

8:45am - 9:00am

**Welcome**

MC – Geoff Bryan

9:00am - 9:30am

**Opening Address**

Rt. Hon. John Key

9:30am - 9:35am

**Platinum Sponsor Welcome**

Paul Richardson – Accor



9:35am - 10:15am

**Keynote Speech**

Domestic & Global Economies – Impact on NZ Hotel Demand - ANZ

10:15am - 11:00am

**Morning Tea - Held in the exhibition area**



**Sponsored by**

11:00am - 11:45am

**Keynote Speech**

Overseas Visitor Arrivals & Spend – Opportunities for NZ Hotels

Kevin Bowler, CEO - Tourism New Zealand

11:45am - 12:30pm

**Keynote Speech**

Investment in NZ Hotels – Key Objectives

Chris Hur, Director – Pacifica Partners/Host Hotels

12:30pm - 1:30pm

**Lunch - Held in the exhibition area**

1:30pm - 2:15pm

**Keynote Speech**

Succeeding in a Highly Competitive Environment

Norm Thompson, Deputy CEO – Air New Zealand

2:15pm - 3:15pm

**Breakout Sessions (Concurrent)**

**1: Christchurch Earthquake – Impact on NZ Hotels**

**New Zealand Room 1**

Stephen Hamilton, Director, Horwath HTL Limited – Panel Chair

Liz Macpherson, Deputy Secretary – Tourism, Events and Consumer Affairs – MED - Panellist

Tim Hunter, CEO – Christchurch and Canterbury Tourism – Panellist

David Wood – AON New Zealand- Panellist

John Farrell, Area Director of Sales and Marketing, NZ and South Pacific – ACCOR – Panellist

Alan Trotter, CEO – CINZ - Panellist

**2: China & India Markets – Do NZ Hotels Stack Up?**

**New Zealand Room 2**

Lesley Immink, CEO – ITOC – Panel Chair

Matt Brady, CEO – Pan Pacific Group – Panellist

Lisa Li, NZ Manager – China Travel Service - Panellist

Trish Abrahamson, Owner - Naturally New Zealand Holidays - Panellist

Anna Black, General Manager – General Travel – Panellist

**3: Hotel Refurbishments – Doing It Well**

**Marlborough Rooms**

Vee Smit, Director – Space Studio – Panel Chair

Peter Carmody, Director - Carmody Group – Panellist

Andrew Barclay, Partner – Warren and Mahoney - Panellist

Ross Webb, Managing Director – Raj Design Limited – Panellist

Steve van der Pol, Strategic Developments Director – Arrow International - Panellist

3:15pm - 3:45pm

**Afternoon Tea - Held in the exhibition area**



**Sponsored by** Projects. Strategy and Delivery

3:45pm - 4:30pm

**Keynote Speech**

Hotel Investment Trends – Outlook for New Zealand  
Craig Collins, MD Australasia – Jones Lang LaSalle Hotels

4:30pm - 5:30pm

**Breakout Sessions**

**1: Online/Social Media – Maximising Use & Impact**

**New Zealand Room 1**

Rachael Shadbolt, Executive Officer – NZHC – Panel Chair  
Dean Taylor, Director – Contagion – Panellist  
Kevin Bowler, CEO – TNZ - Panellist  
David Simmons, GM of Online & Leisure, Air NZ - Panellist

**2: Higher Productivity & Retention – Qualifications, Skills & Training**

**New Zealand Room 2**

Ken Brophy, Managing Partner – Grafton Consulting Group – Panel Chair  
Graeme Ham, Director of Human Resources – Accor Hospitality – Panellist  
Adam Cunningham, Director – Artisan Consulting – Panellist  
David Williamson, Senior Lecturer, AUT - Panellist  
Steve Hanrahan, CEO – Hospitality Standards Institute – Panellist

**3: New Hotel Products & Brands – Opportunities for Investors**

**Marlborough Rooms**

Denis McNamara, Consultant – Lowndes Associates – Panel Chair  
Phil Kasselis, VP Development South East Asia and Australasia – InterContinental Hotels Group – Panellist  
Lindsay Leaser, Director Development, Pacific – ACCOR – Panellist  
Avi Rubinstein, Managing Director – Waldorf, Australia and New Zealand – Panellist  
Marion Smart, Senior VP – Property Development and Resort Operation – Wyndham - Panellist

5:30pm - 5:40pm

**Closing Remarks**

Jennie Langley, Chair - New Zealand Hotel Council

5:40pm - 7:00pm

**ANZ Cocktails - Held in the exhibition area**

7:00pm - 11:00pm

**Conference Dinner Combined with the 2011 Hotel Awards**



**Dinner Sponsor**

**HOTEL AWARDS**



**Senior Hotel Executive of the Year Award**



**Innovation in Sustainability Award**



**Outstanding Young Hotel Executive of the Year Award**