

RIKAN
ISO 14001:2004
CERTIFIED
GREEN
COMPANY

www.rikanworld.com

GM LEADERS CONFERENCE 2017

Returning for a third edition on Wednesday 3 May at W Dubai Al Habtoor City, the GM Leaders Conference hosted by *Hotel News Middle East* promises to be a morning of informative expert sessions, networking opportunities and a strong line-up of hospitality industry leaders taking part in thought provoking panels



EVENT DETAILS

DATE and TIME:

Wednesday 3 May, 8am - 2.30pm

VENUE: The W Dubai Al Habtoor City

SPONSORSHIP: Contact dam@bncpublishing.net or fred@bncpublishing.net

ATTENDANCE: Contact mark@bncpublishing.net

SPEAKING OPPORTUNITIES: Contact patrick@bncpublishing.net

Expected to welcome more than 150 hospitality professionals from across the region, the GM Leaders Conference will tackle the key topics, trends and challenges impacting the hospitality industry in 2017 and beyond.

Attendees, sponsors and speakers at the forum will enjoy a morning of thought-provoking panel debates, expert speaker sessions and interactive workshops, with registration and networking to begin at 8am.

Panel sessions include: "Adapting to changing guest demands"; "Battling with the OTAs"; and "Attracting New

Markets", with a strong line-up of speakers combining a wealth of hospitality industry knowledge and experience.

There will also be expert discussions on how mergers and acquisitions are changing the landscape of the hospitality industry; how Dubai's hospitality sector will continue to thrive after Expo2020 and how the introduction of VAT will impact the industry.

A networking lunch will follow, allowing attendees the opportunity to meet with peers and learn more about the best new products on the market.

On board as presenting sponsor is

Rikan. The company's managing director Riaz Khimani said: "We are an established brand in the hotel industry, but we strongly believe in staying in touch with the industry at every level, right from the grass roots to the top leadership.

"This conference offers the right platform to be in touch with the leaders. We as a company are always very keen to learn from our clients and study the ever-changing trends in the market. At the same time we use our study to create new products to suit the highly demanding market."

AGENDA

8.00: Registration and Networking

8.30: Welcome Address from *Hotel News Middle East*

8.35: Address from Presenting Sponsor

8.40: Keynote Speech: How mergers and acquisitions are changing the face of the hospitality landscape.

9.10: Expert Session: How will Dubai's hospitality industry continue to prosper post-Expo 2020?

9.30: Panel One: Adapting to Changing Guest Demands

Guests are becoming more tech-savvy – doing everything online, from booking, to ordering food and providing feedback – while seeking out personalised service with a warm dose of humanity. Meanwhile, mobile-connected corporate and MICE travellers are demanding more creative and flexible entertainment options and facilities, and a rising demographic of health-focused consumers are seeking out the best wellness offers. How can hoteliers pair digital efficiency with human intelligence? How can they evolve their wellness offers and cater to the changing needs of MICE and corporate travellers?

10.15: Expert session: A snapshot of regional hotel performance.

10.35: Coffee break

11.00: Panel Two: Battling with the OTAs

The battle between hoteliers and online travel agents (OTAs) will continue in 2017, with each side vying for its piece of the pie. The big hotel operators, such as Hilton and Marriott have invested in major direct booking campaigns, however they cannot turn their backs on the huge distribution power of the OTAs. Meanwhile, the OTAs continue to seek hotel chains' lowest rates so they can offer customers the widest range of choices possible. How can hoteliers reduce their dependence on the OTAs and get better terms? What role does loyalty play?

11.45: Expert Session: How will the introduction of VAT impact the Middle East's hotel industry?

12.05: Panel Three: Attracting New Markets

How can hoteliers ensure they are creating content and delivering experiences that resonate with the lifestyles of new target markets, such as millennials and Gen Z; the rising Chinese market and returning Russians; and a new wave of price-sensitive travellers, attracted to the region due to a growing number of low-cost flights and three- and four-star hotels?

12.50: Lunch and networking

14.30: Close

EVENT SPONSORS

Hotel News Middle East's GM Leaders Conference is sponsored by some of the most influential brands in the industry. Sponsors of the forum will have the opportunity to network and get in front of the general managers and corporate hoteliers from the leading hotels and resorts in the region. To find out more about sponsorship opportunities, contact dom@bncpublishing.net or fred@bncpublishing.net

IN ASSOCIATION WITH



PLATINUM SPONSOR



LUXURY FLEET PARTNER



EXHIBITORS



UNIVERSITY OF PIRAEUS INTERNATIONAL



HOTEL OF CHOICE



DUBAI AL HABTOON CITY



LEADERS IN HOSPITALITY AWARDS

EVENT DETAILS

Nomination deadline
Thursday 13 April

Event date and time
Wednesday 17 May 7pm - late

Venue
The St. Regis Dubai

Sponsorship and table bookings
Contact dom@bncpublishing.net
and fred@bncpublishing.net

Nomination enquiries
Contact patrick@bncpublishing.net

As the nomination deadline approaches, *Hotel News Middle East* presents the judging panel and categories for the second edition of the Leaders In Hospitality Awards, set to take place on Wednesday 17 May at The St. Regis Dubai

Hotel News Middle East has carefully selected the judging panel that will preside over the second ever Leaders In Hospitality Awards, which celebrates the very best that the hospitality industry has to offer in the Middle East.

Comprising some of the region's key experts, the panel has extensive knowledge of the trends, opportunities and challenges associated with the business and a wealth of experience spanning operations, investment, development, education, marketing and consumer trends.



EVENT SPONSORS

IN ASSOCIATION WITH



PLATINUM
SPONSOR



LUXURY
FLEET
PARTNER



HOTEL OF
CHOICE



CATEGORY SPONSOR



LEADERS IN
HOSPITALITY
AWARDS 2017

CATEGORIES AND JUDGES



JUDGE

**FILIPPO SONA, DIRECTOR/ HEAD OF
HOTELS MENA REGION, COLLIERS**

Filippo Sona is an investment and development professional with 22 years of hotel operational and advisory experience gained from the UK, Europe, USA and MENA regions.



JUDGE

**HELEN MORRIS, EXECUTIVE CHEF /
SENIOR LECTURER, THE EMIRATES
ACADEMY OF HOSPITALITY
MANAGEMENT**

Helen Morris has been a chef in leading five-star hotels and restaurants in the UK and London and she was a head of department in a leading education institute in London before joining Emirates Academy. She has expertise in fine dining restaurants, hotel kitchen management, food safety and hygiene and event catering.

CATEGORY

LEADING NEW HOTEL

A hotel that has brought an exciting new concept and energy to the Middle Eastern market. This hotel will combine creativity, originality and excellent service and can demonstrate exceptional performance. To be eligible for this award, the nominated hotel must have opened on or after 1 January, 2016, and be fully open and operational on the date of submission of the nomination.

CATEGORY

SUSTAINABLE HOTEL AWARD

This award will go to a hotel that demonstrates excellence in sustainable practices across energy efficiency, waste management and social responsibility.



JUDGE

HISHAM FAROUAK, CEO, GRANT THORNTON

Hisham Farouak has advised multinational, regional and local family businesses on a wide range of issues and has been instrumental in developing the strategic direction of Grant Thornton as well as managing the overall business.

CATEGORY

LEADING SERVICED APARTMENT

This award will go to a serviced apartment that has shown it can deliver guest service that is second to none. The winner will have demonstrated innovation in customer service, amenities and products.



JUDGE

HALA MATA CHOUFANY, PRESIDENT, HVS MIDDLE EAST AND AFRICA

Hala Mata Choufany has in-depth expertise in regional hotel markets and has had broad exposure to international markets. She maintains excellent contacts with developers, owners, operators, investment institutions and government entities.

CATEGORY

LEADING LUXURY HOTEL

The winner of this category will have demonstrated outstanding attention to detail and have raised the benchmark for luxury in the region. Customer service will be high on the agenda and the winner will provide guests with an experience that caters for discerning luxury travellers.

CATEGORY

LEADING MID-MARKET HOTEL

The winner of Leading Mid-Market Hotel will provide consistent, comfortable and appealing facilities at affordable rates, in line with the operator's brand standards. The award will go to a mid-market hotel that shows it can meet the requirements of a wide range of customers and those seeking alternatives to high-end options.

CATEGORY

LEADING HOTEL SPA

The winner will provide a range of treatments, facilities and amenities and put a strong emphasis on an outstanding guest experience. The leading hotel spa will demonstrate a dedication to health and wellbeing for both men and women.

CATEGORY

LEADING GENERAL MANAGER

This award will go to an inspirational individual who has shown outstanding leadership abilities. The Leading GM will demonstrate a strong passion for hospitality, the ability to meet and exceed KPIs and a strong willingness to go above and beyond to deliver excellence.

CATEGORY

LEADING HOTEL F&B OUTLET

This award will go to an outlet that enhances the guest experience by providing an original concept and a high-quality food and beverage offering. With an emphasis on being original and creative, the winner will show an ability to compete with the best standalone restaurants on the market.



JUDGE

MARTIN KUBLER, CEO, SPS AFFINITY

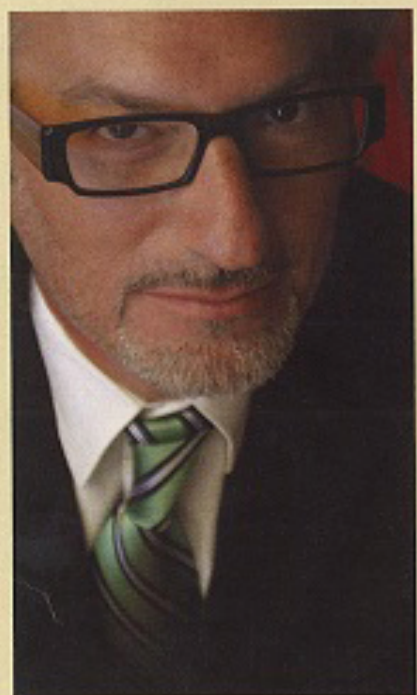
Martin Kubler is a hotel GM turned hospitality and service industries consultant with 20 plus years of executive-level management experience in three, four and five star hotels in Europe and the Middle East.

CATEGORY**LEADING HOTEL TEAM**

The winners in this category can demonstrate excellent teamwork through efficiency, productivity, quality and communication. The judges will give extra recognition to those teams that have developed an innovative system or initiative to increase efficiency.

CATEGORY**LEADING EXECUTIVE HOUSEKEEPER**

This award is for an Executive Housekeeper who showcases excellence in ensuring rooms and facilities are always maintained to the highest standards. He/she will demonstrate superb communication and leadership skills, ensuring his/her teams share this commitment to quality.

**JUDGE**

DANIEL DURING, PRINCIPAL AND MANAGING DIRECTOR, THOMAS KLEIN INTERNATIONAL HOSPITALITY SCHOOL

Daniel During has 20 years' experience in the F&B and Hospitality Industry, covering all aspects from product and brand creation to operations management.

**JUDGE**

NAIM MAADAD, CEO, GATES HOSPITALITY

The man at the helm of Gates Hospitality, committed to the development of world-class hospitality, asset management and food & beverage products, has over 25 years of experience and has launched and operated internationally renowned hotels, resorts, spas and lifestyle restaurants.

CATEGORY**LEADING PROCUREMENT MANAGER**

The winner in this category will have demonstrated the ability to oversee a procurement programme that delivers excellence and value across the board with tangible results in line with the company's strategy.

CATEGORY**LEADING IT MANAGER**

This category is for an individual who can show how they have helped their company stay ahead of the game with excellent decision-making abilities and by staying up-to-speed with the latest trends and technologies on the market.

CATEGORY**LEADING F&B MANAGER**

This award highlights the achievements of an individual who has showcased outstanding ability in exceeding KPIs, developing and enhancing hotel restaurant concepts, streamlining processes and team leadership.

CATEGORY**LEADING HOTEL CHEF**

Open to executive chefs, this category awards a candidate who can showcase creativity, passion and culinary flair along with exceptional skills in overseeing an entire kitchen operation in an efficient, cost-effective manner.

CATEGORY**LIFETIME ACHIEVEMENT AWARD**

This award will go to a candidate who has dedicated his/her life to the pursuit of excellence across the hotel industry. His/her achievements will have made the industry a better place, not only for those who have worked with him/her, but for the entire sector.

CATEGORY**RISING STAR AWARD**

An individual aged 30 or under on the day of the awards, who is making waves in the Middle East's hotel scene. This person demonstrates tenacity, creativity and the potential to make a significant impact on the region's hospitality landscape.

**JUDGE**

RABIH FEGHALI, DIRECTOR, ROYA INTERNATIONAL

This third generation hotelier works for Roya where he is tasked with spearheading business development activity.