



“SEIZING OPPORTUNITIES”

HICA 2014 CONFERENCE PROGRAMME

DAY 1	SUNDAY, 14 TH SEPTEMBER 2014
08:00 – 12:00	SPONSORS EXHIBITION SETUP & BUILD
10:00 – 17:00	DELEGATE REGISTRATION
13:00 – 17:30	PLENARY SESSION
13:00 – 13:15	INTRODUCTIONS AND CONFERENCE OVERVIEW Mmatšatši Ramawela, Conference Chairman and CEO, TBCSA
13:15 – 13:30	WELCOME REMARKS Khehla Mthembu, Board Chairman, Gauteng Tourism Authority
13:30 – 14:15	THE WORLD & SUB SAHARAN AFRICA IN 2014 Review and discussion of the performance of the hotel sector in Sub Saharan Africa as compared to other economic sectors; other regions in the world and future prospects. Moderator: Gillian Saunders, Principal & Head of Advisory Services, Grant Thornton Speakers: Kamil Abdul Karrim, MD, Pam Golding Hospitality Consultants Philip Wooler, Area Director, Middle East & Africa, STR Global Andrew McLachlan, VP Development, Carlson Rezidor Hotel Group Amaechi Ndili, CEO, Lionstone Group and Golden Tulip Africa Hospitality Group Victor Kgomoewana, Author and Africa Business Specialist
14:15 – 15:00	THE LEADERSHIP CHALLENGE ON DRIVING PEAK PERFORMANCE Sharing best practise in driving performance in the work place and the value proposition of the selection process and aligning behavior with performance. Presented by: Dr James Houran, Host Committee, Aethos Consulting
15:00 – 15:30	NETWORKING TEA AND COFFEE BREAK WITH PASTRIES
15:30 – 16:30	GENERAL MANAGERS' PANEL ON GUEST EXPERIENCE GMs sharing their experiences in managing guest experiences and the strategies they employ in looking after their guests and building sustainable customer loyalty. Moderator: Clifford Ngakane, former GM, Meropa Casino Complex, Sun International Speakers: Michael Pownall, General Manager, Taj Hotel Cape Town Tony Balabanoff, Divisional Operations, OR Tambo City Lodge Hotel Robert Hodson, General Manager, The Da Vinci Hotel, Legacy Hotels and Resorts Joanne Selby, General Manager, Royal Livingstone, Zambia

16:30 – 17:30	<p>DEVELOPING FUTURE HOTEL LEADERS Introducing the hotel schools challenge, debating the need to develop future leaders and the need for exisiting leaders to “give back” and how to give back using the HICA platform.</p> <p>Moderator: Vincent Joyner, CEO, Hospitality Investment Partner Africa</p> <p>Speakers: Daleen Oosthuizen, Masters Student, UJ School of Tourism and Hospitality Nicolas Mayer, Partner & Industry Leader – Lodging & Hospitality, PwC AG Dr Diane Abrahams, Director, UJ School of Tourism & Hospitality Stuart Smith, CEO & Managing Director, HDG Advisors</p>
19:00 – 21:00	NETWORKING RECEPTION
DAY 2	MONDAY, 15TH SEPTEMBER 2014
07:30 – 08:15	REGISTRATION, MORNING TEA WITH PASTRIES - SPONSORED BY IDC
08:15 – 12:30	PLENARY SESSION
08:15 – 08:30	<p>WELCOME AND INTRODUCTION Mmatšatši Ramawela, Conference Chairman and CEO, TBCSA</p>
08:30 – 08:45	<p>HICA OPENING ADDRESS Member of the Executive Council, Lebogang Maile. MEC for Economic Development, Gauteng Provincial Government</p>
08:45 – 09:15	<p>SUB SAHARAN AFRICA'S ECONOMIC OUTLOOK A presentation and discussion on the state of the economy in Africa and Sub Saharan Africa as compared to the global performance, the share of the tourism and hospitality sector; and future prospects. Presented by: Chris Hart, Chief Economist, Investment Solutions</p>
09:15 – 10:00	<p>MINISTERIAL SESSION FOCUSING ON WEST AFRICA A presentation and discussion on investment opportunities and the policy regime supporting investment in hotels in West Africa as a region and specific countries in that region.</p> <p>Moderator: Vincent Joyner, CEO, Hospitality Investment Partner Africa</p> <p>Speakers: Honourable Abdoulaye Diouf Sarr, Minister of Tourism and Air Transport, SENEGAL His Excellency Dr Momar Diop, Ambassador of SENEGAL</p>
10:00 – 11:00	<p>REGIONAL OPERATORS AND PRIVATELY BRANDED HOTELS Exploring and debating the key issues and challenges faced by regional hotel operators and privately branded hotels, and the opportunities and strategies they are using.</p> <p>Moderator: Joop Demes, CEO, Pam Golding Hospitality</p> <p>Speakers: Mossadeck Bally, CEO, Azalaï Hotels Shingi Munyeza, Group CEO, African Sun Hotels Neil Bald, MD, African Hotels and Adventures Dario Fillippone, Head of Business Development, The Mangalis Management Group</p>



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11:00 – 11:30	NETWORKING TEA AND COFFEE WITH PASTRIES - SPONSORED BY IDC
11:30 – 12:30	<p>AIRLINES, HOTELIERS AND TOUR OPERATORS TALKING BUMS IN SEATS AND BEDS How airlines, hoteliers, tour operators and destination marketing organisations can work together to increase and grow tourist arrivals within Sub Saharan Africa.</p> <p>Moderator: Paul Bannister, CEO, IGNITE</p> <p>Speakers:</p> <p>Dawn Robertson, CEO, Gauteng Tourism Authority</p> <p>Andrew Simon Milton , COO, Constance Hotels and Resorts</p> <p>Karl De Lacy, International Development Manager, International Operations, Best Western International</p> <p>Inati Ntshanga, CEO, South African Express Airways</p>
12:30 – 13:30	<p>GLOBAL HOTEL BRANDS TALKING BRAND EQUITY & INTEGRITY Disucssing the challenge of maintaining brand equity as value proposition and brand integrity in shaping a brand culture. Discussing the concept of "one size fits all" for international operators.</p> <p>Moderator: Keith Kefgen, CEO, Aethos Consulting</p> <p>Speakers:</p> <p>Neil George, Senior Vice President, Starwood Hotels and Resorts</p> <p>Jan van der Putten, VP Operations, Hilton Hotels & Resorts</p> <p>Rob Collins, Director of Marketing and Sales, Sun International</p> <p>Karim Cheltout, Vice President, Marriott International Development TEAM</p>
13:30 – 14:30	NETWORKING LUNCH BREAK
14:30 – 15:45	BREAKOUT SESSIONS
SESSION 1	<p>ALIGNING SERVICE STANDARDS WITH HUMAN CAPITAL GOALS Delivering service excellence to guests and aligning human resources to deliver on the promise you make to your guests and clients as a hotel operator – best practice and standards.</p> <p>Moderator: Chris Mumford, Partner, Aethos Consulting</p> <p>Speakers:</p> <p>Advocate Brenda Madumise, Khomelela Investments</p> <p>Lindiwe Sangweni-Siddo, CEO, Birchwood and Soweto Hotels</p> <p>Marcel Kobilski, Director, Human Resources, City Lodge Hotel Group</p> <p>Alan Romburgh, Consultant, Stellenbosch Private Hotel School</p>



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SESSION 2	FROM CONCEPT TO OPENING OF YOUR HOTEL Discussing and debating the key issues on the “road” from planning and conception to the eventual opening of a hotel, and the main challenges thereof and how to deal with them.
	Moderator: James McGee, Principal, Prompt Hospitality
	Speakers:
	Thabo Mokoane, Group Chief Development & Compliance Executive, Peermont Hotels
	Mike Devereux, Director of Development & Acquisition, Starwood Hotels & Resorts
	Beata Kaleta, Director, DSA Architectures
Phillipe Baretaud, Senior Vice President for Development, Accor Hotels	
15:45 – 16:15	NETWORKING TEA, COFFEE WITH PASTRIES - SPONSORED BY IDC
16:15 – 17:30	BREAKOUT SESSIONS
SESSION 3	THE INVESTMENT KRAAL ON EVALUATING PROJECTS Exploring and debating the challenges of investing in the hotel sector. As the procurement of loan finance from banks remains problematic, who else can be approached for funding and how are investment projects typically evaluated and how do they need to be presented?
	Moderator: Advocate Brenda Madumise, Managing Director, Khomelela Investments
	Speakers:
	Kamil Abdul Karrim, MD, Pam Golding Hospitality Consultants
	Christine Engelbrecht, Head of Tourism, Industrial Development Corporation (IDC)
	Amaechi Ndili, CEO, Lionstone Group and Golden Tulip Hospitality Group
Stuart Smith, CEO & Managing Director, HDG Advisors	
Peter Amm, Principal Investments, Investec Bank	
SESSION 4	TECHNOLOGY TRENDS, SOCIAL MEDIA AND THE ROLE OF OTAs A discussion on the latest technology trends affecting business in the hotel and hospitality sector from revenue management to OTAs and the effective use of social media platforms.
	Moderator: Philip Taylor, CEO, Hospitality Plus & Sabre Hospitality
	Speakers:
	William Price, Global Head eMarketing, South African Tourism
	Darren Karshegen, Regional Manager, Expedia Africa
	Raymond Deftereos, Director, Hospitality Technology International
Rahul Gaur, Managing Director, Rate Gain Limited	
19:30 – 21:00	EVENING RECEPTION & DINNER - SPONSORED BY SA TOURISM

DAY 3	TUESDAY, 16 TH SEPTEMBER 2014
07:30 – 08:15	MORNING TEA/COFFEE AND PASTRIES - SPONSORED BY WESGRO
08:15 – 11:00	PLENARY SESSION
08:15 – 08:30	WELCOME BACK AND PRIZE GIVING
08:30 – 09:30	<p>MINISTERIAL SESSION FOCUSING ON SOUTHERN AFRICA A presentation and discussion on investment opportunities and the policy regime supporting investment in hotels in Southern Africa as a region and specific countries in the region.</p> <p>Moderator: Paul Bannister, CEO, IGNITE Consultants</p> <p>Speakers:</p> <p>Honourable Walter Mzembi, Minister of Tourism, ZIMBABWE</p> <p>Honourable Lazaro Nyalandu, Minister of Natural Resources & Tourism, TANZANIA</p> <p>Honourable Derek Hanekom, Minister of Tourism, SOUTH AFRICA</p>
09:30 – 10:15	<p>UNPACKING THE PROTEA AND MARRIOTT INTERNATIONAL DEAL</p> <p>Moderator: Joop Demes, CEO, Pam Golding Hospitality with Mark Satterfield, COO, Middle East & Africa Continent, Marriott International and Arthur Gillis, Non-Executive Chairman, Africa Development, Marriott International</p>
10:15 – 10:45	NETWORKING TEA AND COFFEE WITH PASTRIES - SPONSORED BY WESGRO
10:45 – 12:00	BREAKOUT SESSIONS
SESSION 5	<p>ASSET LIGHT OR ASSET RIGHT - UNDERSTANDING MANAGEMENT CONTRACTS Discussing and understanding the different contracts and focus on why most global operators prefer asset light approach and what it means to them and their partners in the different countries in Sub Saharan</p> <p>Moderator: Nicolas Mayer, Partner & Industry Leader – Lodging & Hospitality, PwC AG</p> <p>Speakers:</p> <p>William Perry, Head of Asset Management, CII Holdings</p> <p>Andrew Rogers, CEO, Hospitality Property Fund</p> <p>Guy Stehlik, CEO, BON Hotels</p> <p>Wayne Troughton, CEO, HTI Consultants</p>
SESSION 6	<p>SUSTAINABLE HOTEL DESIGN, CONSTRUCTION & DEVELOPMENT Discussing best practice and standards used by successful hotel designers, architects and developers, as a differentiator and to gain market share in the short to medium-term within the hotel sector</p> <p>Moderator: Peter Penev, Vice President Acquisition & Development, Hyatt Hotels</p> <p>Speakers:</p> <p>Mossadeck Bally, President & CEO, Azalai Hotels</p> <p>Beata Kaleta , Director, DSA Architecture</p> <p>Winston Theler, CEO, Modular Hotels iSleep</p> <p>Andrew Simon Milton , COO, Constance Hotels and Resorts</p>



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12:00 – 13:30	NETWORKING LUNCH Inspirational Talk with CLEM SUNTER on his Scenario Presentation "The Mind of a Fox"
13:30 – 14:15	MEETINGS, CONVENTION, EXHIBITIONS & INCENTIVE TRAVEL BUSINESS Understanding the opportunities for hotel investors, developers and operators within the MICE business and looking after the clientele. Moderator: Rob Collins, Director of Marketing and Sales, Sun International Speakers: Lindiwe Sangweni-Siddo, CEO of the Birchwood and Soweto Hotel Carol Weaving, MD, Thebe Reed Exhibitions Jegie Padmanathan, COO, Peermont Hotels Dr Mati Nyazema, Executive Director, Sandton Convention Center Dirk Elzinga, MD, Convention Industry Consultants (PTY) Ltd.
14:15 – 15:30	THE AFRICAN INVESTOR SESSION A discussion on the role of the financial sector in growing and developing the hotel and hospitality sector in sub saharan Africa – focus on banking, private equity & sovereign funds. Moderator: Hubert Danso, CEO, African Investor Speakers: Jean-Pierre Labuschagne, Infrastructure and PPP Specialist, Deloitte Nzame Qokweni, Director, Norton Rose Fulbright Dario Fillippone, Business Development Head, Mangalis Management Group Pedro Pinto Ferreira, Executive Board Member, Dominio Capital Group Gerhard Botha, Rand Merchant Bank
15:30	HICA 2014 CONCLUDES
Next HICA - Monday 7 to Wednesday 9 SEPTEMBER 2015	

* Conference Programme subject to change

BADGE PICKUP:

- All conference badges can be collected from the conference venue from 10:00 on Sunday 14 September
- Proper photo identification is required for badge collection
- Conference material (1x set per delegate) will be provided at the time of badge collection.
- Badges must be displayed at all time throughout the conference

CONFERENCE HOURS

- Sunday, 14 September 13:30 – 21:00
- Monday, 15 September 07:30 – 21:00
- Tuesday, 16 September 07:30 – 15:30