



THINC Africa 2019 | Program Agenda

The Westin Cape Town

OPERATIONAL CONFERENCE: Tuesday, 27 August 2019	
TIME	SESSION TITLE
8:45 AM - 9:00 AM	Welcome
9:00 AM - 9:30 AM	Executive Search & the Role of the GM
9:30 AM - 10:15 AM	The Role of the General Manager <i>(what does the role involve in 21st Century Africa? does training & education really prepare you for it? What do owners expect from their GM's? how to manage those relationships in good times & challenging times?)</i>
10:15 AM - 11:00 AM	Revenue Management <i>(why is the hospitality industry so far behind other industries? we are only learning from the airline industry now. What does revenue management really mean? how do you do it, are there tools to help? why are we not taught it at school?)</i>
11:00 AM - 11:30 AM	NETWORKING BREAK
11:30 PM - 12:15 PM	The Latest Food and Beverage Trends
12:15 PM - 1:00 PM	Crisis Management & Security for Hotels <i>(the hospitality industry is incredibly resilient bouncing back from the Cape Town water crisis and Nairobi attacks)</i>
1:00 PM - 2:30 PM	LUNCH
2:30 PM - 3:15 PM	Open Mic on Sustainability, Investment and HR - challenges that everyone is facing, sustainability and HR becoming a boring without specific direction.
3:15 PM - 4:00 PM	What do Guests REALLY Want <i>(they are the ones with the money, so knowing how to manage the guest expectations is vital)</i>
4:00 PM - 4:30 PM	NETWORKING BREAK
4:30 PM	OPS TO JOIN INVESTMENT GROUP
6:00 PM - 9:00 PM	Cocktail Hosted by