



THINC Africa 2019 | Program Agenda

The Westin Cape Town

OPERATIONAL CONFERENCE: Friday, 15 November 2019		
TIME	SESSION TITLE	SPEAKERS
8:45 AM - 9:00 AM	<p>Welcome</p>	<p>Hala Matar Choufany - <i>President Middle East, Africa and South Asia HVS</i></p>
9:00 AM - 9:30 AM	<p>Middle East and Africa What are the latest trends in the Middle East, what are the perceptions of Africa in the region, is there an appetite for investing in Africa?</p>	<p>Hala Matar Choufany - <i>President Middle East, Africa and South Asia HVS</i></p>
9:30 AM - 10:15 AM	<p>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></p>	<p>Jan van der Puten - <i>Vice President Operations, Africa and Indian Ocean Hilton</i> Joanne Selby - <i>General Manager Table Bay Hotel Cape Town</i> Ayanda Mazibuko - <i>General Manager Southern Sun Cape Sun</i></p>
10:15 AM - 11:00 AM	<p>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></p>	<p>Derek Martin - <i>Founder TrevPar World</i></p>
11:00 AM - 11:30 AM	NETWORKING BREAK	
11:30 PM - 12:15 PM	<p>The Latest Food and Beverage Trends</p>	<p>Lee-Ann Singer - <i>Marketing Director Singer Group</i></p>
12:15 PM - 1:00 PM	<p>Crisis Management & Security for Hotels <i>(the hospitality industry is incredibly resilient bouncing back from the Cape Town water crisis and Nairobi attacks)</i></p>	<p>Rishabh Thapar - <i>Director HVS Africa</i> William McIntyre - <i>Regional Director Africa Radisson Hotels</i> Joep Schoof - <i>General Manager Spier Hotel & Leisure</i> City of Cape Town</p>
1:00 PM - 2:30 PM	LUNCH	
2:30 PM - 3:15 PM	<p>Local is Lekker <i>(Why Hotel Developers Prefer Chinese Imports?)</i></p>	<p>Jon Diboll - <i>Hotel Interios</i></p>
3:15 PM - 4:00 PM	<p>What do Guests REALLY Want <i>(they are the ones with the money, so knowing how to manage the guest expectations is vital)</i></p>	<p>HVS and Guest Revu in discussion - Tim Smith - <i>Managing Partner HVS Africa</i> Chris Alexander - <i>Founder & CEO, Guest Revu</i></p>
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 Marriott	