

# 5th INTERNATIONAL HOSPITALITY FORUM

27 NOVEMBER 2021 | **Hospitality in the post covid-era**

- 10.00-10.30

REGISTRATIONS

- 10.30-11.00

OPENING REMARKS

- 11.00-11.40

RESEARCH PRESENTATION

**Drivers of customer satisfaction in a renewed travel market**

**M O D E R A T O R** Peter O'Connor | Senior Market Analyst, Phocuswright

- 11.40-12.25

- FIRST PANEL DISCUSSION

- **Hotel Recovery: Revolutionizing hotel marketing, distribution and Operations**

- **M O D E R A T O R** Cristina Polo | Market Analyst, EMEA

**S P E A K E R S**

**Darren Blanchard** | Business Development Manager, PKF

**Alan Mantin** | Managing Director Development, Southern Europe, Hilton

**Andrew Sangster** | Travel Journalist & Hotel Analyst

**B R E A K : 1 2 . 2 5 - 1 2 . 4 5**

- 12.45-13.30

SECOND PANEL DISCUSSION

**Hotel reinvented: Making sustainability top of the agenda**

**M O D E R A T O R** **Linda Fox** | Senior Europe Reporter, Phocuswright

## **S P E A K E R S**

**Anne Daviaud-Grandjean** | Founder of Blue Pineapple Tourism, Green Globe  
Label Auditor

**Phil Halanen** | Head of Sourcing & Sustainability Europe, Middle East, Eurasia,  
Africa

**Andreas Metaxas** | CEO Metaxa Hospitality Group

**Peter Reelfs** | Founder & Owner of Northflash

• **13.30-14.00**

## **EXECUTIVE INTERVIEW**

**The President of HCH in conversation with Sébastien Bazin,  
Chairman and CEO of Accor**