



BRIDGING PERSPECTIVES:

CONNECT  
EXPAND  
REIMAGINE



# CONFERENCE PROGRAM





Welcome to Prague!

Ahoj, Friends-I am so excited to welcome you to our 2022 Annual Conference. We have brought everyone together, in this charming setting, to celebrate all the facets of hospitality that we represent and all the friendly faces that make the Society so special. With Prague's famous Charles Bridge as our inspiration, this year we look at Building Perspectives. This landmark will be our symbol to connect... to expand... and to reimagine the road ahead after these challenging years. So, let's cross that bridge, together.

Our conference co-chairs, Christophe de Bruyn and Wolfgang Gattringer, with support from the Conference Committee, have been hard at work curating a world-class program for you, full of inspiring panel discussions, thought-provoking conversations, and networking time to enjoy the collegial spirit of our conference. Together, the committee has built a program of informative presentations from industry leaders, as well as insightful learnings from experts outside of hospitality. Get ready for thought-provoking panels on topics ranging from technology trends and digital disruptors to innovative solutions in sustainability and wellness.

We also have some awe-inspiring events planned in the City of a Hundred Spires to connect with one another and create some new memories together. These include our "Na Zdravi!" Welcome Reception hosted by Hyatt, a local Czech food and beverage tour and, of course, our awards and celebration dinner. So, get ready to Czech these hot-spots and must-sees off your list.

To our Friends of the Society, thank you for your generous support. We appreciate your time and investment in ISHC, and we look forward to your participation at conference.

A special thank you to Andrea Belfanti, who continues to orchestrate our events with innovation and excellence, not to mention her steadfast efforts to ensure ISHC is a global leader in the hospitality industry. And a big ISHC welcome to Jennifer Castellarin, our new Director of Membership and Marketing, who will be meeting members here in Prague. I also want to thank the ISHC Board of Directors and Committee Chairs for their continued time, service, and commitment to the Society. And finally, I would like to thank our outgoing Chair, Herbert Mascha, for his calm leadership and steady direction as we navigated our way out of some challenging times.

There's so much to look forward to in this Golden City. A city that provides us with the opportunity to inspire, and be inspired, by sharing our unique perspectives of the industry and the world around us. Have a wonderful conference!



A handwritten signature in black ink, appearing to read "Todd Payton Leach".

Todd Payton Leach  
ISHC Chair 2022-2023

## WEDNESDAY, 14TH SEPTEMBER

8:30pm-10:00pm **DESSERT & DRINKS RECEPTION** Preciosa Flagship Store  
Hosted by Preciosa

## THURSDAY, 15TH SEPTEMBER

9:00am-5:00pm **REGISTRATION: TIME TO CZECH-IN** Ballroom Foyer

9:30am-10:15am **PRE-CONFERENCE SESSION:** Chopin

### **CAN I GET A WITNESS? THE INS AND OUTS OF EXPERT TESTIMONY**

Moderator: Alan Tantleff, ISHC, Senior Managing Director, FTI Consulting

Panelists: Bill Bosch, ISHC, Partner, Pillsbury Winthrop Shaw Pittman LLP

Lindsay Harrison, ISHC, Partner and Chair, Hospitality Practice, Jenner & Block LLP

Trevor Ward, ISHC, Managing Director, W Hospitality Group

10:15am-10:45am **NETWORKING BREAK** Grand Ballroom Dvorak

10:45am-12:15pm **MEMBERSHIP MEETING**  
(ISHC Members Only)

12:15pm-1:15pm **LUNCH** Ballroom Foyer

1:15pm-1:30pm **CONFERENCE OPENING:** Grand Ballroom Dvorak

### **Welcome to Praha!**

Conference: Christophe de Bruyn, ISHC, CEO, THR Tourism, Hospitality & Recreation Advisors

Chairs: Wolfgang Gattringer, ISHC, Managing Director, Solutions dot WG GmbH

1:30pm-2:00pm **WHAT IN THE WORLD?**  
**Economic Update**

Interviewer: Clay Dickinson, ISHC, Assistant Teaching Professor, Chaplin School of Hospitality and Tourism Management, Florida International University

Interviewee: Neil Blake, Global Head of Forecasting and Analytics, EMEA Chief Economist, CBRE



2:00pm-2:30pm

## **BOHEMIAN RHAPSODY OR RECESSION?**

(Any way the wind blows)

Moderator: Aris Ikkos, ISHC, Research Director, Institute SETE

Participants: Neil Blake, Global Head of Forecasting and Analytics, EMEA Chief Economist, CBRE  
Michael Grove, COO, HotStats  
Geraldine Guichardo, ISHC, Global Head of Research, Hotels, JLL  
Carter Wilson, ISHC, Senior Vice President, Consulting, STR

2:30pm-2:40pm

## **MEMBER CZECH-IN**

Presenter: Glenn Carroll, ISHC, Founder and Director, Glenn Carroll Consulting

2:40pm-3:05pm

## **NETWORKING BREAK**

3:05pm-3:50pm

## **EXPANDING DEI EFFORTS:**

**From Awareness to Action**

Moderator: Baron Ah Moo, ISHC, Managing Director-North America, PKF hotelexperts

Panelists: Peggy Berg, Founder, Castell, an AHILA Foundation Project  
Ashli Johnson, Executive Director, Marriott-Sorenson Center for Hospitality Leadership, Howard University  
Christopher Henry, ISHC, Co-Founder & CEO, Majestic Hospitality Group

3:50pm-4:00pm

## **MEMBER CZECH-IN**

Presenter: Billie Thorne, ISHC, Principal, C+TC Design Studio

4:00pm-4:30pm

## **LESSONS FROM OUTSIDE THE INDUSTRY-TECH LEADERS**

Moderator: Dan Backhaus, Chief Strategy Officer, Salsita Software

Panelists: Matthew Gertner, CEO and Founder, Salsita Software  
Cedric Maloux, CEO, StartupYard  
Gregory Naidoo, Chief Evangelist & Development Officer, Mews

4:30pm-5:00pm

## **RAISE THE KERTEN:**

**Fireside Chat with Marloes Knippenberg**

Interviewer: Claire Wilkinson, ISHC, Partner-Head of Hotels (Europe), Womble Bond Dickinson (UK) LLP

Interviewee: Marloes Knippenberg, CEO, Kerten Hospitality

6:30pm-8:30pm

## **NA ZDRAVI!**

Andaz Prague

Welcome Reception hosted by Hyatt

## **FRIDAY, 16TH SEPTEMBER**

8:00am-5:00pm

## **REGISTRATION: TIME TO CZECH-IN**

Ballroom Foyer

9:00am-12:15pm

## **OPTIONAL GUEST TOUR OF STRAHOV LIBRARY AND TOUR OF PRAGUE CASTLE FOLLOWED BY LUNCH** Event requires separate ticket

9:00am-9:15am

## **WELCOME BACK**

Grand Ballroom Dvorak

Conference: Christophe de Bruyn, ISHC, CEO, THR Tourism, Hospitality & Recreation Advisors

Chairs: Wolfgang Gattringer, ISHC, Managing Director, Solutions dot WG GmbH

9:15am-10:00am

## **CZECH, CZECH...IS MY MIC ON?**

### **Technology Trends**

Moderator: Peter Russell, ISHC, Chief Operating Officer & Chief Technology Officer, Russell Partnership Technology

Participants: Michael Jungen, President, Vantage Technology Ltd.  
Alex Lopoukhine, VP, Business Development, Life House  
Ian Millar, Senior Lecturer Hospitality IT, EHL  
Henri Roelings, Founder, Hospitality Net

10:00am-10:30am

## **HOSPITALITY HUMANITARIAN:**

### **Ukraine Update**

Interviewer: Alexi Khajavi, ISHC, President, Hospitality, Travel & Wellness, Questex

Interviewee: Michael Widmann, Global CEO, PKF Hospitality Group

10:30am-11:00am

## **NETWORKING BREAK**

11:00am-11:30am

## **REIMAGINING RETAIL:**

### **Fireside Chat with Volker Kraft**

Interviewer: Cecilia Gordon, ISHC, Director, Goulston & Storrs

Interviewee: Volker Kraft, Managing Partner, ECE Real Estate Partners

11:30am-12:15pm

## **GREEN WITH ENVY:**

### **Planet Earth Prague-nosis**

Moderator: Lyle Hall, ISHC, Managing Director, Hall Hospitality Advisors, Inc.

Panelists: Gabriela Ditetova, General Manager, Augustine, A Luxury Collection Hotel  
Isabel Lissner, Senior Sustainability Advisor, Considerate Group  
Suzanne Mellen, ISHC, Senior Managing Director-Practice Leader, HVS



12:15pm-12:25pm

**MEMBER CZECH-IN**

Presenter: Patrick Adamle, ISHC, Managing Partner, mrp hotels

12:25pm-1:30pm

**LUNCH**

Ballroom Foyer

1:30pm-2:15pm

**BUILDING CASTLES:**

**Development Disruptors**

Moderator: Mary Beth Cutshall, Managing Partner, Amara Capital

Panelists: Felicity Black-Roberts, Vice President of Development, Europe, Hyatt Hotels  
Michael Collini, VP Central and Eastern Europe, Hilton  
Sara Masterson, President, Olympia Hotel Management

2:15pm-2:25pm

**MEMBER CZECH-IN**

Presenter: Vijay Thacker, ISHC, Managing Director, Horwath HTL-India

2:25pm-3:10pm

**BRIDGE OVER TROUBLED WATER:**

**Challenges & Solutions in Tourism and Hospitality Operations**

Moderator: Jeff Dover, ISHC, Principal and Managing Director, fsSTRATEGY Inc.

Panelists: Patrick Angwin, ISHC, Director, Clanalytix  
Adam Czelleng, Head of Research, Hungarian Tourism Agency  
Sanjiv Suri, Founding President & CEO, Zatisi Group

3:10pm-3:30pm

**NETWORKING BREAK**

3:30pm-4:00pm

**FROM THE GROUND UP:**

**Fireside Chat with Ruslan Husry**

Interviewer: Trevor Stuart-Hill, ISHC, President, Revenue Matters

Interviewee: Ruslan Husry, Managing Director, HR Group Hotels

4:00pm-5:00pm

**SELF CZECH-UP:**

**Why Should Anyone be Led by You?**

Facilitators: Cornelia Kausch, Founder & Managing Director, CK Hospitality Advisors GmbH & CK-Collective  
Luisa Zielinski, Co-Facilitator, CK-Collective

6:30pm-10:00pm

**ASTRONOMICAL AWARDS & DINNER**

Prague Marriott

**SATURDAY, 17TH SEPTEMBER**

8:00am-12:30pm

**REGISTRATION:**

Time to Czech-In

Ballroom Foyer

9:00am-9:15am

**WELCOME BACK**

**(Don't Czech-out yet...)**

Conference: Christophe de Bruyn, ISHC, CEO, THR Tourism, Hospitality & Recreation Advisors

Chair: Wolfgang Gattringer, ISHC, Managing Director, Solutions dot WG GmbH

Grand Ballroom Dvorak

9:15am-10:00am

**PRAGUE-NOSTICATIONS:**

**STR Presentation**

Ali Hoyt, ISHC, Senior Director, Consulting, STR

10:00am-10:45am

**IN-SPIRED TRENDS IN WELLNESS**

Moderator: Roger Allen, ISHC, Group CEO, RLA Global

Panelists: Lynn Curry, ISHC, Principal, Curry Spa Consulting, Inc.  
Lindsay Madden-Nadeau, Founder, Meraki Bespoke Wellness Strategies  
Rene Pier, Partner, Schienbein+Pier  
Tea Ros, ISHC, Managing Director, Strategic Hotel Consulting

10:45am-11:15am

**NETWORKING BREAK**

11:15am-12:15pm

**PRAGUE-GRESS:**

**Insights on Hospitality, Travel & Changing Consumer Behavior**

Presenter: Herman Konings, Change Psychologist, Pocket Marketing

12:15pm-12:30pm

**END OF PRAGUE-GRAM:**

Closing Remarks

3:30pm-8:30pm

**OPTIONAL FOOD TOUR**

Event requires separate ticket







**Kendra Plummer**  
Founding Partner of Elise Capital

## SPECIAL THANKS TO THE CONFERENCE CO-CHAIRS

**WOLFGANG GATTRINGER**

Co-Chair, Managing Director, Solutions dot WG GmbH

**CHRISTOPHE DE BRUYN**

Co-Chair, CEO, THR Tourism, Hospitality, & Recreation advisors

## SPECIAL THANKS TO THE PROGRAMMING THINK TANK

**PATRICK ADAMLE**

Managing Partner, mrp hotels

**JOHN DUNN**

President, Floor13

**SEVGI KURT GURBUZ**

Managing Director, GAIA FFE&OSE Purchasing

**JEFF LOETHER**

President, Electro-Media Design

**RUBEN PLETAT**

Managing Director, revenue.rocks europe GmbH









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