

PROGRAMME: THE FUTURE OF HOSPITALITY SKILLS – MONDAY 15 MARCH 2021

GMT	CAT	MODERATOR	SPEAKERS	TOPIC
10h00	12h00		Tes Proos	Welcome and introduction
10h05	12h05		Pádraic Gilligan	What is the Incentive Travel Industry Index telling us about the future of Incentive Travel?
10h20	12h20	Tes Proos	Daryl Keywood Mulemwa Moongwa Yoadan Tilahun	Discussion with PCO's and DMC's regarding supplier challenges
10h40	12h40	Tes Proos	Rob Kucera Hans Peter Merensky	Hoteliers: From sales to operations. What are the challenges hotels are faced with when it comes to service delivery.
11h00	13h00	Linda Pereira	Prof Nellie Swart Esti Venske Nicanor Sabula	Are we losing new hospitality students due to the pandemic and how are internships being facilitated?
11h20	13h20	Jon Howell	Sean Mendis	What options are there for staff from defunct airlines across the continent?
11h30	13h30	Linda Pereira	Frank Murangwa Jacques Stoltz Alemayehu Gebritinsae	What role can Tourism Authorities and Convention Bureaux play in aiding skills retention and development during and post-COVID-19?
11h50	13h50	Conclusions, Q & A	Tes Proos Pádraic Gilligan	Conclusions