

8:30 AM - 9:10 AM	Registration	
9:10 AM - 9:15 AM	Welcome and Programme Overview	
	Manav Thadani, MRICS	Chairman - Asia Pacific, HVS
9:15 AM - 10:00 AM	Keynote Address: In Search of Excellence	
	Nakul Anand	Executive Director, ITC Limited
10:00 AM - 11:00 AM	What do the COOs Want from Their General Managers and Operating Teams?	
	Moderator	Manav Thadani, MRICS Chairman - Asia Pacific, HVS
Panellists	Daniel Welk	Vice President Operations - India, Hilton Worldwide
	Dipak Haksar	Chief Operating Officer Hotels Division, ITC Limited
	Jean-Michel Casse	Senior Vice President Operations - India, Accor
	Peter Fulton	Group President - EAME and SW Asia, Hyatt Hotels Corporation
	Rajeev Menon	Chief Operations Officer - Southeast Asia and Pacific, Marriott International
11:00 AM - 11:30 AM		
11:30 AM - 11:50 AM	Keynote Address: How to Get Them to Sleep with You?	
	Arjun Sharma	Managing Director, Select Group
11:50 AM - 12:10 PM	Keynote Address: The Impeccable Operator	
	Simon F Cooper	President and Managing Director - APAC, Marriott International
12:10 PM - 1:00 PM	Challenges Faced by Today's General Managers	
	Moderator	Rahul Pandit President and Executive Director, Lemon Tree Hotels
Panellists	Anil Chadha	Area Manager South, ITC Hotels and General Manager, ITC Grand Chola
	Anshul Kaul	General Manager, The Oberoi Bangalore
	Parul Thakur	General Manager, JW Marriott Bangalore
	Puneet Dhawan	General Manager Delegate Bengaluru and GM Novotel IBIS Techpark
	Tajinder Singh	General Manager, Taj Palace New Delhi
1:00 PM - 2:30 PM		
2:30 PM - 4:00 PM	Concurrent Workshops A/B	
	Workshop A	From People to Profits
	Gyan Nagpal	CEO and Principal, PeopleLENS Global Associates
Workshop B	Asset Management for Hotel Operators: Working with Financial Owners and Capital Partners	
	Jan A. deRoos, Ph.D.	HVS Professor of Hotel Finance & Real Estate and Associate Editor - Cornell Hospitality Quarterly, School of Hotel Administration, Cornell University
4:00 PM - 4:15 PM		
4:15 PM - 4:30 PM	Keynote Address: Motivating General Managers	
	Kapil Chopra	President, The Oberoi Group
4:30 PM - 4:50 PM	Keynote Address: Where to Draw the Line? The Cost of a Smile	
	Ashish Jakhnawala	Managing Director and CEO, SAMHI
4:50 PM - 5:40 PM	Improving Forecast Accuracy and Business Planning for Growing Bottom Lines	
	Moderator	Monisha Dewan Managing Director, HVS Professional Skills Development
Panellists	Qasim Jafri	General Manager, Avari Lahore
	Sanjeev Pahwa	Senior Vice President Operations - South Asia, Carlson Rezidor Hotel Group
	Sanju Soni	Vice President - South Mumbai Hotels, The Oberoi Group
	Vinay Gupta	Vice President Asset Management, SAMHI
	VV Giri	Regional Director Operations - South Asia, Premier Inn
5:40 PM - 6:30 PM	New Age Marketing for General Managers	
	Moderator	Mansi Bhatnagar Managing Director, HVS Marketing Communications
Panellists	Abdul Thingna	Vice President Partner Marketing, Yatra.com
	Amit Garg	Director Sales and Marketing - Indian Ocean, Wyndham Hotel Group
	Baldev Dhir	Head eMarketing and Distribution Hotels Division, ITC Limited
	Deepesh Saxena	Territory Manager - India, TripAdvisor
	Shaleen Mathur	Associate Vice President Sales, Citrus Hotels and Resorts
8:00 PM - 10:30 PM		
Cocktails and Dinner Hosted by ITC at ITC Maurya		

* TBC

For more information, please write to HOSI@hvs.com