



**Bournemouth University
Business School**

Tourism & Hospitality Conference and Careers Fair 2026

**Bournemouth
Highcliff Marriott Hotel,**

**Thursday
26 February 2026**



**#BUHospitality #BUTourism
www.bournemouth.ac.uk/tourism**

In association with:



Welcome

On behalf of the Tourism & Hospitality academic and support teams, we are delighted to welcome you to the 2026 BU Tourism & Hospitality Conference and Careers Fair, in partnership with the BH Area Hospitality Association (BAHA).

The Tourism and Hospitality industry is a vast global sector, encompassing travel, tourism, hotels, resorts, events, restaurants, catering, bars, and nightclubs. It boasts an annual economic turnover of over \$7.6 trillion, employs approximately 320 million people, and supports 1 in 10 jobs worldwide. As such, it serves as a key indicator of economic recovery and growth.

This year's conference highlights the pivotal theme of Generation Z and the Future of Work in the Hospitality and Tourism Industry. It offers a unique platform for students, academics, and industry leaders to connect and debate the critical challenges shaping the sector's working conditions today and tomorrow. The Tourism and Hospitality team at BU continues its proud tradition of close industry collaboration, inspiring and supporting talented graduates to pursue successful careers.

We are grateful to our sponsors, Marriott International and Harvest Foods, for making this event possible. Their support enables us to build strong, long-lasting relationships with partners and professional bodies.

We hope you enjoy the conference and careers fair and take full advantage of the opportunity to engage with the outstanding lineup of speakers, industry leaders, and businesses in attendance. Your career journey is just beginning, and the future is both exciting and full of potential. The path you choose is yours to shape.

“Generation Z and the Future of Work in the Hospitality and Tourism Industry.”



Chair:
Dr. Charalampos (Babis)
Giousmpasoglou



Vice Chair Education:
Dr. Hande Turkoglu



Vice Chair Industry:
Dr. Quynh Nguyen

Careers Fair and Industry Engagement

We are pleased to welcome a wide range of organisations, professional bodies, and industry experts to the 2026 BU T&H Conference. Their presence offers you direct access to invaluable insights, guidance, and real-world perspectives on how to shape and progress your career.

Take the opportunity to meet with our industry partners during the breaks and over lunch. Ask questions, explore potential career paths, and build meaningful connections that may support your future aspirations.

This is a rare chance to engage with so many leaders from across the sector, all in one place and here for you. Make the most of it.



Companies and Organisations in Attendance:

- A&S Hospitality Group
- Arora Group
- BAHA
- BU ICTHR
- Chewton Glen Hotel
- Claridges Maybourne
- Corinthia Hotels
- CTM
- De Vere
- Dorchester Collection
- DMB (Destination Management Board)
- Firmdale Hotels
- Four Seasons
- Harvest Foods
- Hotel Collingwood
- Hotel Duvin
- Lime Wood Group
- Institute of Hospitality
- Mandarin Oriental
- Maybourne Group
- Marriott International
- Oceana Group Hotels
- Raffles London at The OWO
- Red Carnation
- Rosewood Hotels
- The Burnt Chef Project
- The Newt

Conference programme

08:45 – 09:15	Registration, Tea/Coffee
09:15 – 09:30	Welcome: Conference Chair, BAL Dean, BAHA Chair Conference presenter: Dr. Duncan Light
09.30 – 10.50	Part 1 - The Local Industry Perspective
09:30 – 10:00	Keynote Speaker 1 – Andy Lennox, The Fired-Up Collective
10:05 – 10:50	Panel Discussion and Q&A (Local Hospitality Industry) Moderator: Michael Clitheroe, TLC Hospitality Panel Members: Rosy Radwell, Marsham Court Hotel Tim Seward, Holiday Inn Bournemouth Michael Regenhardt, Bournemouth & Portsmouth Marriott Mike Harisson, Completely Hotels
10:50 – 11:05	Tea/Coffee break
11.10 – 12.30	Part 2 - The Educators' Perspective
11:10 – 11:40	Keynote Speaker 2 – Prof. Peter Jones, The Crumbs Project
11.45 – 12.30	Panel Discussion and Q&A (Hospitality Education) Moderator: Prof. Adele Ladkin, Bournemouth University Panel Members: Assoc. Prof. Maria Gebbels, University of Greenwich Robert Richardson, Institute of Hospitality Assoc. Prof. Lorna Wang, University of Surrey Assoc. Prof. Agnieszka Rydzik, University of Lincoln
12:30 – 14:30	Careers Fair and Light Lunch
14.30 – 15.50	Part 3 - The HR Managers' Perspective
14:30 – 15:00	Keynote Speaker 3 – Andrew Francis, Amante Capital
15.05 – 15.50	Panel Discussion and Q&A (HR/TA Directors) Moderator: Tammy Markley, Valor Hospitality Panel Members: Catherina Ballan, Mandarin Oriental Hotels Paola Zerega, Rockwater Clare James, Corinthia Hotel London Ben Rice, Four Seasons Hotels
15:50 – 16:00	Closing Remarks



Tourism, Hospitality and Events



Part 1: The Local Industry View

Keynote Speaker:



Andy Lennox

Restaurateur and Entrepreneur, The Fired-Up Collective

Andy Lennox is a renowned restaurateur and entrepreneur based in Bournemouth, best known for founding the Koh Thai Tapas chain, which he sold to PE in 2016. He now runs and owns The Fired-Up Collective, which in turn operates the West Wessex Pub Co., a collection of gastropubs and the Nusara boutique group of Thai restaurants. All of Andy's current sites are multi-award-winning and operate with a commitment to Hospitality the Old Way, prioritising genuine service, community, and craft.

During the pandemic, he launched The Wonky Table, a support network for more than 500 hospitality venues across the Dorset and Hampshire areas. Recognised for his innovation, Andy won the 'Most Innovative Response to the Pandemic' at the IOH Hospitality Hero Awards in 2021.

A passionate advocate for the hospitality industry, he has also campaigned for policies to support its recovery, solidifying his reputation as a leader in the sector.

Discussion Panel Moderator:



Michael Clitheroe

Director & Co-Owner, TLC Hospitality

Michael is a highly experienced hospitality executive and consultant with over 25 years in hotel general management, operations, F&B, and strategic leadership. In January 2025, he founded TLC Hospitality, supporting independent owners and operators to unlock potential in team performance, service, strategy, leadership, and profitability.

Previously, Michael spent 10 years as General Manager of the Balmer Lawn Hotel, where he repositioned the property into the luxury sector, increased turnover by around £3M, achieved national awards, and built a workplace culture delivering over 95% staff retention. His earlier roles include General Manager at the Sandbanks Hotel in Poole and Bowood Hotel, Spa & Golf Resort in Wiltshire, as well as co-owning a boutique hotel in the Cotswolds.

A Chartered Manager and Fellow of the Institute of Hospitality, he is a two-time GM of the Year finalist and former Chair of the New Forest Hotel Association. Michael is passionate about developing future talent and regularly contributes as a judge, speaker, panellist, and guest lecturer across the sector.

Panel members:



Tim Seward

GM Holiday Inn Bournemouth and DMB Awards Lead

Tim Seward is a seasoned hospitality professional with significant experience in hotel operations and leadership. From 2020 to 2024, he was the Operations Manager and Deputy General Manager at Holiday Inn Bournemouth, where he was pivotal in enhancing service standards and operational efficiency. He became the General Manager in 2024, continuing to champion excellence in guest experience.

Additionally, Tim chaired the BH Area Hospitality Association and has led the DMB Tourism Awards from 2022-2025, playing a crucial role in promoting Bournemouth as a distinguished tourist destination.



Mike Harisson

Director, Completely Hotels

With over 20 years of experience in the hospitality industry, Mike Harisson has built his career from gym instructor to General Manager, including 18 years with Marriott International across leading golf resorts and luxury coastal hotels. He has developed deep operational expertise across all departments, supported by strong strategic planning, rigorous health and safety management, and a commitment to delivering exceptional guest experiences.

Mike is passionate about sustainability and has extensive experience consulting hotels to achieve recognised eco-label certifications. His work centres on practical, high-impact improvements, such as energy management and retrofit technologies, to optimise consumption, reduce environmental footprint, and lower operating costs.

As the founder of Completely Hotels, Mike supports hospitality businesses in elevating operational excellence, enhancing service quality, and embedding sustainable, future-focused practices. His vision is to help hotels operate smarter, greener, and with purpose, creating meaningful benefits for guests, teams, and the wider community.

Panel members:



Rosie Radwell

Managing Director, Marsham Court Hotel

Rosie began working in the hotel at the age of 14 and after gaining experience in the USA over the course of 6 years, she assumed the role as a Director of The Marsham Court in 2002 aged just 26. Now, as Managing Director, she runs the hotel with the help of her 2 brothers and together they have focused heavily on improving accessibility and inclusivity for both guests and employees. Over the last 4 years, the family have embarked on several ambitious accessibility projects and to date they are the only hotel in the UK to install a Changing Places Toilet and Shower.

Other improvements include a Sensory Room, 5 accessible rooms with profiling beds and removeable ceiling hoists and wet rooms, an i-swim pool hoist, accessible lift, a guest laundry and improvements to level outside spaces for wheelchair users. Rosie is passionate about raising the bar for Accessible Tourism in the UK.



Michael Regenhardt

Multi Property General Manager, Bournemouth & Portsmouth Marriott

Michael Regenhardt is a seasoned hospitality leader with over 25 years' experience with Marriott, most recently serving as Multi-Property General Manager overseeing the Bournemouth Highcliff and Portsmouth Marriott hotels. Known for his hands-on leadership, Michael excels at operational excellence, guest experience and team development in premium resort and coastal venues. He is passionate about sustainability in hospitality, actively promoting eco-initiatives across his properties.

A strategic thinker and people-first executive, Michael delivers high performance through cultivating empowered teams, refining processes and fostering loyalty among guests and employees alike.

Part 2: The Educators' View

Keynote Speaker:



Prof. Peter Jones

Chairman of the Board, The Crumbs Project

Professor Peter Jones is a distinguished leader in hospitality education, training, and professional development. His career includes serving as Project Director of the groundbreaking multi-million-pound Edge Hotel School, an innovative model integrating academic study with real-world hotel operations and contributing to numerous national and international initiatives advancing hospitality learning & skills development.

He is Chair of The Crumbs Project, a charity dedicated to providing high-quality hospitality training and employment pathways for adults with learning disabilities and mental health challenges. He also serves as Academic Director of the eHotelier Academy, a leading global online learning platform for hospitality professionals.

Professor Jones is a Trustee of the Savoy Educational Trust, Chair of the Professional Review Panel for the Institute of Hospitality, and a member of its DEIB Council. He is a Fellow of the City & Guilds Institute, a Fellow of the Royal Academy of Culinary Arts, and a Fellow of the Institute of Hospitality, reflecting his sustained contributions to professional standards and education across the sector.

Discussion Panel Moderator:



Adele Ladkin

Prof. of Tourism Employment, Bournemouth University

Professor Adele Ladkin is Professor of Tourism Employment and Deputy Director of the International Centre for Tourism and Hospitality Research (ICTHR) at Bournemouth University Business School. Her research expertise is the tourism and hospitality workforce and employment, specifically related to fair work, migrant workers, employee wellbeing and the digital transformations of work and leisure. Adele is a distinguished scholar having written more than 100 scientific articles and reports. She is Associate Editor for the leading tourism journal, Annals of Tourism Research.

She holds honorary positions at international universities and is an expert reviewer for social science and management research funding agencies. She collaborates with the UNWTO in capacity building for tourism human capital development. Professor Ladkin has worked extensively with international postgraduate students in the UK and Hong Kong as part of MSc and PhD programmes.

Panel members:



Maria Gebbels

Assoc. Prof. in Hospitality Management, University of Greenwich

Dr Maria Gebbels is an Associate Professor of Hospitality Management at the University of Greenwich. Her research focuses on gender dynamics and career progression within the hospitality industry, professionalism, and Gen Z's perceptions of hospitality as a career of choice. She also engages with critical hospitality, using this lens to explore social dynamics and issues of justice and inclusion. She challenges conventional conceptualisations of hospitality by investigating phenomena such as hospitality in carceral settings and in adventure tourism.

She is a co-author of Adventure Tourist: Being, Knowing, Becoming, and of the upcoming edited collection Central and Eastern European Women Academics: Making Britain Home.



Robert Richardson

Chief Executive Officer, Institute of Hospitality (IoH)

Robert Richardson FIH MI is Chief Executive Officer of the Institute of Hospitality, the world's largest professional body for nearly 16,000 hospitality management professionals and a registered charity. Beginning his career on the hotel floor, Robert rose through multiple operational and leadership roles to become General Manager of luxury independent hotels before taking the helm of the IoH.

Recognised internationally as a people champion and industry leader, he has been named one of the UK's top 25 hoteliers by Hotel Designs, highlighted by Boutique Hotelier as both a "Young Trailblazer" and "Industry Titan", and listed by Global Hospitality Magazine (USA) among the "100 Most Powerful People in Europe's Hospitality Industry" (2022, 2023) and the "50 Most Inspirational People in Global Hospitality and Travel" (2024, 2025). A Visiting Professor at Ulster University Business School, an Honorary Master Innholder, and trustee of Room to Reward, he champions hospitality globally to an audience of 32,000+ LinkedIn followers.

Panel members:



Lorna Wang

Assoc. Professor in Marketing & Revenue Management, University of Surrey

Dr Xuan Lorna Wang is an Associate Professor in Marketing and Revenue Management, at Surrey Hospitality and Tourism Management, University of Surrey. She is a Senior Fellow of the Higher Education Academy and a Visiting Professor at University of Angers, France. A Fellow of the Hospitality Professionals Association and the Institute of Hospitality, Lorna is the first Asian to receive the 'Lord Forte Award'. Prior to her academic career, she held senior management positions in the hotel industry in the UK and China. She serves on the editorial boards of several leading hospitality and tourism management, and the Service Industries Journals.

She led and participated in several UKRI and ESRC funded projects that bring together researchers across different disciplinary backgrounds to tackle industry and societal challenges in the visitor economy and an ageing society.recruitment.



Agnieszka Rydzik

Assoc. Prof. in Tourism and Work, University of Lincoln

Agnieszka Rydzik is Associate Professor in Tourism and Work at the University of Lincoln. She is passionate about creating more inclusive workplaces, communities and institutions.

Agnieszka is the founder of the 'Students for Hospitality, Hospitality for Students' initiative (www.hospitality-now.co.uk) which – through the Good Student Employer Charter (a free Charter for student-friendly visitor economy businesses) – engages industry stakeholders, universities and employers in bringing change for working students, and helping local businesses grow talent, address labour shortages and increase staff retention. Her current research, funded by the British Academy, explores technological change and the future of hospitality work.

Part 3: The HR Managers' View

Keynote Speaker:



Andrew Francis

Managing Director, Amante Capital

Andrew Francis is a seasoned hotel executive, an "Operational Excellence" specialist with a dynamic multi-site track record across Sales & Marketing, Revenue Management and Operational Delivery. He leads with a distinctive philosophy: that exceptional hotel performance and strong shareholder returns, stem from empowering teams at all levels. He believes in "thinking hospitality differently," giving teams the freedom to craft personalised, inclusive guest experiences, while embracing innovation and sustainability as a path to excellence.

With extensive experience managing internationally branded, PLC-owned and private equity-backed properties, Andrew combines business acumen with a genuine passion for hospitality and a keen eye for emerging trends, not only in hotels, but also in the food and beverage sector. Outside work, he enjoys classic cars and motorsport and exploring the fells and trails of his native Lake District.

Discussion Panel Moderator:



Tammy Markley

Area People & Culture Manager, Valor UK & Europe

Tammy is a Chartered Fellow of the CIPD with extensive cross-sector experience and is currently a Senior Employee Relations Specialist for an award-winning HR consultancy. She is known for exceptional client service, with strong expertise in business change, complex employee relations, and legal compliance. She recently strengthened her global profile by completing a certificate in International Employment Law. Her career includes serving as Cluster HR Director for Marriott International, coaching leaders and driving high-performance cultures. As Head of HR Advisory for Kier/Mouchel, she developed strong employee relations capability and a commercial, solutions-focused approach, supporting Education, Local Government and BH Live. Passionate about HR's strategic impact, Tammy is committed to sustainable transformation and aligning people strategies with organisational goals.

She has been an Enterprise Advisor and received both a Marriott Outstanding HR Peer Award and a Mouchel Excellence Award.

Panel members



Catherina Ballan

People & Culture Manager, Mandarin Oriental Hyde Park

With over a decade of experience in luxury hospitality and HR, Catherina is the People & Culture Manager at Mandarin Oriental Hyde Park, London, and has been with the company for the last four years. Before joining Mandarin Oriental, she spent six years with Hyatt Hotels in roles spanning HR, Talent acquisition, and Guest Experience. Catherina holds a bachelor's degree in International Hotel Management from Breda University of Applied Sciences in the Netherlands, along with CIPD Level 5 and ILM Level 5 qualifications.

She is passionate about fostering inclusive workplaces and supporting the next generation of hospitality professionals as a leader in the sector.



Ben Rice

Talent Acquisition Manager, Four Seasons Hotel Hampshire

Ben Rice is the Talent Acquisition Manager at Four Seasons Hotel Hampshire, leading strategic recruitment and talent development for one of the UK's most prestigious luxury hotels. With a strong background in luxury bar and restaurant operations, paired with several years in executive search at a boutique recruitment firm, Ben brings a unique blend of hands-on hospitality experience and specialist talent expertise.

He focuses on building high-performing teams, strengthening organisational culture, and championing people-centred leadership that supports exceptional guest experiences. Ben remains active in professional networks, regularly sharing insights on talent management, employee engagement, and industry trends.



Clare James

Director of Human Resources, Corinthia Hotel London

Clare's hospitality experience spans over 30 years, initially in luxury operations and, with a passion for People; most of Clare's experience has been in the field of HR. A graduate of Westminster College, London (Hotel and Catering Management) and a postgraduate of Kingston University (CIPD) Clare has enjoyed heading up HR operations, spearheading group-wide projects, supporting Hotel openings and fulfilling consultancy roles for The Lancaster Landmark Hotel Company Limited, The Dorchester Collection and The Corinthia Hotel Group.

Clare is passionate about diversity and equality, luxury learning and team development and is keen always to evolve and future proof the People and Luxury Service offering to engage the future generations to come.



Paola Zerega

General Manager, Rockwater Village

Paola Zerega is an experienced hospitality leader and General Manager at Rockwater Village, where she combines operational excellence with a strong commitment to team development and guest experience. Based in the United Kingdom, Paola brings extensive expertise in hotel management, service quality, and staff engagement.

In addition to her leadership role, she actively contributes to hospitality education, sharing insights with students and emerging professionals, and supporting industry knowledge exchange through guest lectures and mentoring. Her passion for people and hospitality excellence has made her a respected voice in the sector.



Stay in touch, stay involved

Graduation is just around the corner, but that doesn't mean it's time to say goodbye – you'll still be part of the BU Business School community.

After graduating you'll automatically become part of BU's Alumni Association, but you'll need to register your details to stay connected and make the most of your membership.

Sign up at: www.bournemouth.ac.uk/alumni-signup.

Being part of the alumni network helps you to stay in touch with your department and your lecturers, update your knowledge, recruit the new talent, support consultancy projects, access career advice and develop your professional skills.

Our dedicated email updates and Facebook page will keep you up-to-date with news, events and opportunities for graduates. You can also take advantage of exclusive alumni benefits and offers, from big discounts on further study to special rates on SportBU membership. If you'd like to stay more closely involved with BU, you can take part in all sorts of activities, from featuring in our publicity to helping the next generation of students through networking events, mentoring schemes and alumni advisory panels.

So, whatever you do after leaving BU, keep in touch with the Alumni Association at:

www.bournemouth.ac.uk/alumni

alumni@bournemouth.ac.uk

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Search our postgraduate courses: www.bournemouth.ac.uk/courses

Discounts and scholarships

As a BU graduate you'll be eligible for 20% off your tuition fees if you continue your studies with us, now or at any time in the future. We also offer an unlimited number of academic achievement scholarships for Master's students as well as other scholarships (terms and conditions apply). Student loans up to £11,836 are now available to UK nationals or Irish citizens or to those who have settled or pre-settled status under the EU Settlement Scheme.

Find out more: www.bournemouth.ac.uk/scholarships

Meet us

We're holding a Postgraduate Open Evening on 17 March. Why not come along and have an informal chat with an academic from your postgraduate subject of interest?

Register now: www.bournemouth.ac.uk/open-days



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