



**Bournemouth University
Business School**

Tourism & Hospitality Conference 2022

**Bournemouth Hilton Hotel,
Monday 28 February 2022**

In association with:



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

Welcome

On behalf of the Tourism & Hospitality academic and support teams, we welcome you to the 2022 Student Conference in partnership with BH Area Hospitality Association and Hilton Hotels. We are delighted to work closely with our partners and professional bodies to make this fantastic knowledge event possible.

The conference brings together tourism and hospitality industry leaders, future talent and rising star graduates to address and discuss contemporary industry issues. The conference this year focuses on the post-COVID19 era and it is titled: 'Reboot the tourism and hospitality industries: Recovery and growth opportunities'

Students and academics from Bournemouth University Business School bring together cutting edge knowledge and network with invited high profile speakers to discuss contemporary issues in tourism and hospitality industry.

We are proud of our close industry collaborations that enable us to co-create best professional practice through constant interaction and engagement. We are privileged to live, work and learn in Bournemouth, Christchurch and Poole, a living tourism and hospitality lab, which supports our learning development, research and teaching to have great relevance and impact in the global marketplace and allows us to shape the future.

We hope you enjoy the conference and make the most of the opportunities available. I really encourage you to engage with the key opportunity today offers for you to develop your wider industry knowledge and network and also the opportunity to inform and develop your career choices.

“Reboot the tourism and hospitality industries: Recovery and growth opportunities”



**Dr. Charalampos (Babis)
Giousmpasoglou**
Conference Chair
Hospitality & People
Mgt Lead



Simon Thomas
Conference Chair
Employability Lead

Professional bodies represented



The only professional membership body for individuals employed in the travel and tourism industry, one of the largest trade sectors in the UK.



The BTA is the representative association for the business travel community and travel management companies.



BH Area Hospitality Association is proud to represent some of the finest hotels and accommodation providers in our country.

Conference programme

09.00 – 09.30	Registration Tea and coffee
09.30 – 09.45	Welcome Conference Chairs (CG & ST), BUBS (Lois Farquharson), BAHA (Tim Seward) Conference presenter: Dr. Duncan Light
Hospitality session	
09.45 – 10.10	Dimitris Manikis President and Managing Director (EMEA), at Wyndham Hotels & Resorts
10.15 – 10.40	Julian Tomlin Managing Director, South England, Macdonald Hotels and Resorts & Spa
10.45 – 11.10	Liz McGivern Vice President People & Culture The Red Carnation Hotel Collection
11.15 – 11.30	Tea/coffee break
11.35 – 12.00	Rob Zajko Senior Director for Talent Acquisition for EMEA at Hilton Worldwide
12.05 – 12.55	Hospitality Panel discussion Moderator: Jason Davis Panel Members: Michael Clitheroe, Mike Harrison, Shannon Harvey
13.00 – 14.00	Light lunch, networking, and careers
Tourism session	
14.05 – 14.30	Andrew Clark Strategic Director of the Business Travel Association
14.35 – 15.00	Jon Weaver Head of Destination & Events and Director of Bournemouth Air Festival at BCP Council
15.05 – 15.30	Matt Harding Head of Franchise Sales & Training at Travel Counsellors
15.35 – 15.50	Tea/coffee break
15.55 – 16.40	Tourism Panel discussion Moderator: Claire Steiner Panel members: Ryan Haynes, Tom Pearce
16.45 -17.00	Closing remarks
17.00 – 18.30	Networking and careers

Industry engagement

We are delighted to welcome a range of organisations, professional bodies and industry experts to the conference today. They are here to share their experience by advising you on the best way to achieve your career goals and this is a unique opportunity to have them all in the same room just for you. Please speak with our speakers during the breaks, over lunch or at the end of the conference. Develop your network and investigate potential opportunities to satisfy your career aspirations. This is a unique opportunity so don't miss out.

In attendance:

- Accor Hotels
- American Airlines
- Balmer Lawn Hotel
- CTM
- Grant Thornton
- Hilton Bournemouth
- Holiday Inn
- Inntel
- Lime Wood
- Macdonald Hotels
- Marriott Hotels
- Miramar Hotel
- Red Carnation Hotels
- Venue Directory
- Wyndham Hotels & Resorts
- Bournemouth Area Hospitality Association (BAHA) – Tim Seward
- Institute of Travel & Tourism (ITT) – Claire Steiner
- Business Travel Association (BTA) – Julie Cooper

Hospitality – morning session

Speakers



Dimitris Manikis

President and Managing Director for Europe, Middle East, Eurasia and Africa (EMEA) at Wyndham Hotels & Resorts

Dimitris Manikis was appointed President and Managing Director for EMEA in April 2018. In his role, he is responsible for the development of all of Wyndham Hotels & Resorts' brands in the EMEA region as well as maximising the performance of all new and existing franchise and managed hotels. He focuses on driving the strategic objectives of Wyndham Hotels & Resorts including quality and technology solutions as well as loyalty, sales and marketing. Dimitris Manikis has a long-standing career and deep knowledge of the hospitality industry. Prior to joining Wyndham Hotels & Resorts, he spent over 27 years with RCI, the worldwide leader in vacation exchange, across a number of senior roles. Dimitris was born in Athens and holds a Bachelor degree in Tourism and Administration from the University of Patras in Greece, and an MSc in Tourism Marketing from the University of Surrey. His passion for people and work ethic comes from his father, who built up a grocery retail business in Athens where Dimitris learned the value of high customer service, positive outlook and hard work as being the foundations of success in both business and life. He is based in Wyndham Hotels & Resorts' London office.



Julian Tomlin

Managing Director, South England, Macdonald Hotels and Resorts & Spa

A five-year management trainee with the Savoy Group, based in London and Paris gave Julian the grounding in almost every department within an hotel. Subsequently working for the Capital, Dukes and back to Claridge's for the five years before finally moving to the countryside taking his first GM role with Exclusive Hotels and Venues, at Lainston House. Julian and his family moved out of London and still live in the Hampshire countryside. In 2007 Julian took the role of Group Operations Director for the two Exclusive Venues (Fanhams Hall and Royal Berkshire Hotels) and also GM of Pennyhill Park Hotel and Spa where they won Hotel Group Hotel Catey 2016. In 2019, he started as Managing Director for the nine properties in the South England for Macdonald Hotels and Resorts.



Liz McGivern

Vice President People & Culture
The Red Carnation Hotel Collection

Liz was promoted to Director of HR and Training nine years ago and now holds the global position of Vice President People & Culture for all 20 hotels in the Red Carnation collection. Tasked with putting Red Carnation Hotels on the map as a serious employer and building on the skills levels of each and every member of the team has been a challenge over the years – but in the past few years the hard work has paid off with awards such as the Hotelcaterers HR Team of the Year 2021; Platinum International Investors in People 2020 (the first privately owned company to gain this on a worldwide basis); The Sunday Times Top 100 Companies to Work For ranking in the top 10 for three years running; and Liz was also awarded by Women 1st in their Shine Awards as one of the most influential 100 women in hospitality. Liz is proud that her team won the Diversity and Inclusion Award at the HR in Hospitality Award in 2021 and Princess Royal Training Award in 2018 and 2020 for the Management Programme. Liz credits her team for their commitment and hard work plus Managing Director Jonathan Raggett's encouragement and inspiration for all her achievements. She mentors graduates in her spare time and enjoys walking, pilates and holidays (and can't wait to travel again!)



Rob Zajko

Senior Director for Talent Acquisition for
EMEA at Hilton Worldwide

Robert is responsible for the development and execution of a strategic framework designed to attract and secure the best talent to the organisation both in existing and emerging markets. Robert is also one of the leads on developing and delivering Hilton DE&I strategies within the region. Before joining Hilton 11 years ago, Robert spent over 17 years in various senior Recruitment and Resourcing management positions leading multi geography teams for a number of International organisations within the Hospitality, Banking, IT, Telecoms' and Engineering sectors.

Hospitality panel moderator and members



Jason Davis (Moderator)

GM Hampton Bournemouth

Jason Davis is the General Manager of Hampton by Hilton, located in the centre of Bournemouth. He has worked for Hilton for nearly 30 years and travelled both around the United Kingdom and Australia during this time, holding various roles within Hilton ranging from Food & Beverage, Front Office, Sales, Banqueting and Hotel Management. He has been employed at Hampton By Hilton since opening in May 2015 and has been the first GM at the hotel since its launch in partnership with THAT group a spin off from Ted Baker.



Michael Clitheroe

GM Balmer Lawn Hotel

Michael is currently the General Manager of the Balmer Lawn Hotel in the heart of the New Forest and is an industry professional with 22 years hospitality experience behind him. His roles include GM of the Sandbanks Hotel in Poole, GM of Bowood Hotel Spa and Golf Resort in Wiltshire and Director of his own 10 bedroom boutique hotel on the edge of the Cotswolds for 3 years. Over the last 5 and a half years Michael has positioned the Balmer Lawn Hotel into the luxury hotel sector, raising the top line turnover by over £1 million pounds, has taken the hotel to 2AA rosette and 83% silver star status and maintained for nearly 3 years a incredible 97% staff retention figure for the hotels full time roles. Michael believes in business progression through continuous staff development and investment and has himself recently completed the Chartered Management Degree Apprenticeship in Leadership and Business Management at Solent University. Michael is an active member of multiple industry bodies including, Fellow of the Institute of Hospitality, Chair of the New Forest Hotel association and a member of Bournemouth and Poole College Employers Advisory Board.

Tourism – afternoon session

Speakers



Mike Harrison

GM Bournemouth Highcliff Marriott

Mike has worked in hospitality for over 20 years in many varied job roles and experiences. He did not take the typical route into hospitality: after completing a degree in Sport and Exercise Science (University of Birmingham) he travelled the world for a year and gained much life experience. Upon his return, he began working in the hospitality industry for a Holiday Inn as a fitness instructor. Mike moved to his first Marriott hotel post in 2005 as Leisure Manager. In 2008, he progressed to expand his responsibility taking on the role of Golf and Leisure Director. His career then took a turn away from leisure into the management of the day to day hotel operations. He worked as a Director of rooms, and Operations' manager positions before he became for the first time Hotel General Manager in Norwich. In 2018 he moved to his current role as a GM at Bournemouth Highcliff Marriott. Mike has spent 16 years in Marriott hotels in total.



Shannon Harvey

Group Learning & Development Manager – Lime Wood Group & The Pig Hotels

Shannon was born in Cambridge and attended a Quaker secondary school. Like many of us in hospitality, her first job, at 14, was washing up and cooking in the local village pub. She was a village publican for a while but her first real career was as a secondary school English and drama teacher for 12 years before heading to hotels as the L&D Manager for St James' Court – a Taj hotel. She became Business Excellence Manager for Tata, conducting business assessments in the UK and India and compering the European Innovista award ceremonies which she found fascinating. Since joining Lime Wood Group in 2013, she has opened 7 Pig hotels; she is currently the group's Training and Regional HR Manager.



Andrew Clark

Strategic Director of the Business Travel Association

Andrew was appointed to the position of Strategic Director of The Business Travel Association in May 2021. Andrew joined The BTA from Egencia, an Expedia group company, where he was Senior Director of Customer Success. Before joining Egencia, Andrew held operational roles within CWT and a number of other business travel companies. Andrew has previously been an executive board member of the BTA, serving as one of the four officers.



Jon Weaver

Head of Destination and Events and Director of Bournemouth Air Festival at BCP Council

A professional marketer for more than 25 years, Jon now co-ordinates and manages events and marketing across Bournemouth, Christchurch and Poole for BCP Council working with the tourism industry. As Head of Resort Marketing and Events Jon is now responsible for the delivery and promotion of all the major events and festivals in Bournemouth and on Poole seafront and quayside, including the internationally acclaimed Bournemouth Air Festival, Christmas Tree Wonderland and Dream Machines as well as providing logistical support to the Arts by the Sea Festival. His key area of responsibility is marketing the destination to the UK, Europe and beyond.



Matt Harding

Head of Franchise Sales & Training at Travel Counsellors

Matt is an industry professional with extensive experience working in the leisure side of the industry with brands such as Airtours, MyTravel, Co-operative Travel, The Freedom Travel Group and Thomas Cook in a variety of roles including sales, commercial, operational and leadership. Matt has a keen interest in delivering operational excellence and business transformation. Matt's career in the industry started selling holidays in a retail travel agency on a YTS scheme and since then has been passionate about self and professional development studying at Loughborough University for a post graduate degree in Leadership and Management. From Stoke on Trent, Matt is married to Nikki with two grown up children, Micha and Charlie.

Tourism Panel moderator and members



Claire Steiner

HR & Talent Professional / UK Director, GTTP / Founder, ITT Future You / ITT Board Director & Chair, ITT E&T Committee/ Advisory Board member, Women In Travel CIC

An experienced, CIPD Qualified HR & Talent professional for over 25 years, Claire has worked with a range of companies including tour operators, airlines, industry associations, technology providers, travel management companies, media companies, start-ups and OTAs. She has a particular focus and passion for next generation talent. As well as her freelance work, Claire is the UK Director for the Global Travel and Tourism Partnership (www.gttp.org), and in 2005 she became a Board Director of the Institute of Travel & Tourism and Chair of the ITT Education and Training Committee leading on a number of initiatives, including the ITT Future You and Student Ambassador programmes. Claire is honoured to be an industry Ambassador for both the international water aid charity, Just a Drop, helping raise awareness and support of their vital work to provide safe, clean water for all and the UK charity, the Family Holiday Association, the only national charity dedicated to providing British seaside breaks and day trips for families struggling with some of the toughest challenges life can bring. Most recently, she has joined the social enterprise Women in Travel (CIC) as an advisory Board member, working globally to help provide women with the opportunity to fulfil their economic and individual potential.



Ryan Haynes

Director and lead consultant at Haynes MarComs

Ryan has over 15 years' experience in PR and Marketing following a successful career working in radio. He has worked both in-house and agency side, so understands the importance of commercial goals as well as achieving good marketing results. Ryan has worked for both international enterprises and with start-ups. He consults on marcomms strategies for travel, hospitality and technology businesses.



Tom Pearce

Manager - People Advisory, Business Consulting at Grant Thornton UK LLP

Tom's experience in advisory includes work on government skills policy and apprenticeships, including guidance, workforce planning and programme delivery. He manages the apprenticeship funded training delivery partnerships with Cranfield University and Activate Business School on five core leadership programmes. Prior to joining Grant Thornton Tom worked at a 'Big 4' firm and within corporate services at the Royal Bank of Scotland. Tom's experience includes also working with the Sainsbury's Group, Kier Group and the Trailblazer Group.



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 from 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

Study your Master's at BU

The Department of Tourism & Hospitality offers the following taught postgraduate degrees:

[MSc International Hospitality and Tourism Management](#)

[MSc Tourism Management](#)

[MSc Tourism Marketing Management](#)

Expand your academic interests, postgraduate study and enhance your career prospects. Employers value the skills developed through our courses, such as knowledge of research methods, collaboration, independent thinking and communication. We have over 100 postgraduate courses to choose from covering a wide range of subjects and many offering placement opportunities.

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 national 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 Afternoon on 9 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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Hospitality Graduates Bournemouth

At BU, we're trying our best to reduce our impact on the planet, so are choosing to save paper and trees by sharing our brochure digitally