

# GM LEADERS CONFERENCE 2016

The second edition of *Hotel News ME's* GM Leaders' Conference will take place on 16 May 2016 at St. Regis Dubai

*Hotel News ME* is gearing up to host its GM Leaders Conference for the second year running and presenting sponsor, Rikan General Trading has confirmed its support of the event by coming on board two years in a row.

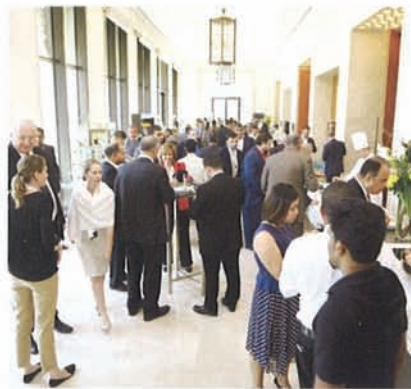
Commenting on the upcoming event, Riaz Khimani, managing director, Rikan General Trading said: "This conference offers the right platform for us to be in touch with the leading hoteliers in the industry. We as a company are always very keen to learn from our clients and study the ever changing trends in the market. This conference works as a way for us to understand current trends in the industry, thus enabling us to offer new creations. We solely sponsored the same event in 2015 at the Four Seasons Jumeirah and would love to be associated with this event this year and every year hereafter."

This year, the conference will take place on 16 May, 2016, at the newly opened St. Regis Dubai and is set to bring together over 100 general managers and senior leaders in the hospitality industry for a day of lively panel discussions, expert sessions, key-note presentations and workshops.

The event will be moderated by broadcaster, presenter and journalist Stephen Marney and will involve prime networking opportunities and open Q&A sessions for delegates in attendance.

The conference will also mark the launch of the annual *Hotel News* GM survey, the results of which will be used as a springboard for debate.

Commenting on the second edition of the GM Leaders Conference, Diarmuid O'Malley, group publishing director for



BNC Publishing said: "Following on from the huge success of last year's conference, I am confident that the second edition will bring even more value to the industry, with great partners and speakers we aim to bring valuable information to the hoteliers. It is vital as an industry we work together and collaborate on new ideas and ways to overcome existing challenges. I have no doubt that we will exceed last year's delegate number of 150."

For all sponsorship enquiries please contact: [dom@bncpublishing.net](mailto:dom@bncpublishing.net) and for all speaking opportunities please contact: [Sophia@bncpublishing.net](mailto:Sophia@bncpublishing.net)

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## Schedule

**8.00am Registration and networking**

**8.50am Welcome Address from Hotel News ME + GM Leaders Survey headline results**

**9.00am Video link welcome from presenting sponsor, Rikan General Trading**

**9.10am KEYNOTE**  
Marc Bennett  
SVP International Operations, DCTCM

**9.30am EXPERT SESSION**  
Introducing the Guest Experience Index

**9.50am PANEL**  
The Guest Experience Index  
This year Colliers International in association with Dutch startup Olery, developed a software that combines data sets to create the ultimate performance rating tool. This panel will explore its use for the industry and what it could mean for the future of hotel performance ratings.

**10.35 BREAK**

**11.00am EXPERT SESSION**  
Dubai's pipeline  
A round up of the most significant new openings due in 2017 and what this means for existing hotels

**11.20am PANEL**  
The Rate War  
With numerous micro-markets emerging across the individual emirates, this panel session will debate the impact on rates in prime and secondary locations and also assess how and when hoteliers should revise their set rates.

**12.05 BREAK**

**12.30pm EXPERT SESSION**  
Cyber Crime  
Following on from the highly popular cover story "Under Attack: Why hotels are a cybercrime target", this session will highlight the dangers and vulnerabilities of hotel systems and advise on how to handle a cybercrime emergency.

**12.50pm PANEL**  
Female Leaders  
There are plenty of women going through hospitality school, yet far fewer women than men in the upper echelons of hospitality management. This session explores the potential reasons and debates what else the industry can do to support its workforce.

**1.30pm WORKSHOP**  
Emirates Academy of Hospitality Management  
Learn key leadership skills direct from the Academy

**2pm Lunch and close of conference**