

# GM LEADERS CONFERENCE 2017

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(L-R) Riaz Khimani, Russel Stokoe, Mohammed Zain, Imtiyaz Ali Khan

## **RIKAN - PRESENTING SPONSOR**

Rikan is a leading manufacturer and supplier of luxury accessories for Rooms and F&B for the Hospitality Industry for over three decades. Rikan employs more than 300 people across four manufacturing units in India and operates offices in Dubai, Bombay, Nairobi and New York. The company supplies to 800 hotels worldwide and is a market leaders in the UAE and across the Gulf. The Rikan range includes all types of leather folders and accessories for rooms; metal and resin bathroom accessories such as amenity trays, soap dishes and tissue boxes. They also offers a wide range of F&B and banqueting items for buffet display and service in stainless steel, wood and natural stones. Rikan also designs and manufactures exclusive menus and other F&B items. They have recently introduced a range for Budget Hotels with smart prices called the Rikan Silver Line. The Company's core strength lies in their strong R&D team and its responsibility towards the environment that helps convert the hotelier's imagination into reality by designing and creating not just beautiful but also user-friendly and environment friendly products. The Company also has an extensive CSR program in place whereby a certain percentage of its annual sales is donated to various charitable organizations in the UAE and Overseas. Rikan's Managing Director Riaz Khimani believes in serving hospitality with a heart and not just doing business for profits but also for a better world.

# AGENDA

- 08:00am** ● **Registration and Networking**
- 08:30am** ○ **Welcome Address:**  
*Hotel News Middle East*
- 08:35am** ○ **Welcome Address:** Rikari, GM Leaders  
Conference Presenting Sponsor
- 08:40am** ○ **Welcome Address:** Jason Harding,  
complex general manager at St Regis, W  
and Westin Hotel – Al Habtoor City
- 08:45am** ○ **Expert Session: Global Megatrends  
and their Impact on the Middle East's  
travel and tourism Industry**  
Martin Beilin, Deals Partner, PwC Middle East
- 09:10am** ○ **Keynote Address: How will Dubai's  
hospitality industry continue to  
prosper post-Expo 2020?**  
Issam Kazim, CEO, DTCM
- 09:30am** ○ **Panel One: Adapting to Changing  
Guest Demands**  
Guests are becoming more tech-savvy  
– doing everything online, from booking  
to ordering food and providing feedback  
– while seeking out personalised service  
with a warm dose of humanity. Meanwhile,  
mobile-connected corporate and MICE  
travellers are demanding more creative  
and flexible entertainment options and  
facilities, and a rising demographic of  
health-focused consumers are seeking  
out the best wellness offers. How can  
hoteliers pair digital efficiency with human  
intelligence? How can they evolve their  
wellness offers and cater to the changing  
needs of MICE and corporate travellers?
- 10:15am** ○ **Expert session: A snapshot of regional  
hotel performance**  
Philip Wooler, area director – Middle  
East & Africa, STR

- 10:35am** ○ **Coffee break**
- 11:00am** ○ **Panel Two: Battling with the OTAs**  
The battle between hoteliers and  
online travel agents (OTAs) will con-  
tinue in 2017, with each side vying  
for its piece of the pie. The big hotel  
operators have invested in major  
direct booking campaigns, however  
they cannot turn their backs on  
the huge distribution power of the  
OTAs. Meanwhile, the OTAs contin-  
ue to seek hotel chains' lowest rates  
so they can offer customers the  
widest range of choices possible.
- 11:45am** ○ **Expert Session: How will the  
introduction of VAT impact the  
Middle East's hotel industry?**  
Bruce Hamilton, Tax Director - Ind-  
irect Tax, Deloitte Middle East
- 12:05pm** ○ **Panel Three: Attracting New  
Markets**  
How can hoteliers ensure they are  
creating content and delivering  
experiences that resonate with the  
lifestyles of new target markets,  
such as millennials and Gen Z; the  
rising Chinese market and return-  
ing Russians; and a new wave of  
price-sensitive travellers, attracted  
to the region due to a growing  
number of low-cost flights and  
three- and four-star hotels?
- 12:50pm** ○ **Expert Session: GDS...The Misun-  
derstood Revenue Channel**  
Sashil Mehta, Man with The Plan,  
ResNet World
- 01:05pm** ○ **Lunch**
- 02:30pm** ● **Close of conference**