



Please visit: www.TheHotelShow.com/sevenstar for the full conference programme

Sunday May 24th 2009

Monday May 25th 2009

Tuesday May 26th 2009

12:00 Why the hospitality industry offers a future to Today's Women
Presented by the Ladies Forum:
Lisa Steele - One to One Hospitality
Shaikha Ebrahim Al Mutawa - Dubai Tourism (Department of Tourism and Commerce Marketing)
Azadeh Issari - The Monarch Hotel
Gabriele Kurz - Magnolia, Al Qasr Hotel

12:00 Technology meets Design
Presented by the Technology Forum:
Mike Preston - Prismas Consulting Ltd
John Grew - Spartan Comms Ltd (proteart)
Kristen Melle - Pro Tempit
Claude Bérubé - FIDA
Guy Roukaerts - Trendence Design Journalist

12:00 'Food For Thought' A debate on current trends and developments in the Food and Beverage Industry
Presented by the Marketing of F&B Forum:
Edouard Malbois - Envrance
Daniel During - Thomas Klein Group
Gerard Kearney - The Aviation Club
Edgar Hyder - OKKU
Simon Penhaligan - Rmal Hospitality

13:30 Will your hotel pass the test? Health & Safety in the Purchasing Process
Presented by Farah Ali Al Zarouni - Dubai Municipality

13:30 Innovative Management in Challenging Times
Presented by the Management Forum:
Jean-Paul Herzog - Hilton Hotels
Mike Scully - Seven Tides Hospitality
Gerhard Hardick - Roya International
John Pelling - Raffles Dubai

13:30 Technology For Profit
Presented by the Technology Forum:
Ted Horner - E. Horner & Associates
Kristen Melle - Pro Tempit
John Grew - Spartan Comms Ltd

15:30 Outlook on the Middle East Hospitality Sector
Presented by Emi Rademeyer - ProLeads sponsored by Soraun

15:00 An Italian Interpretation of an Oriental Style
Presented by Paola Navone - Designer

15:00 Food & Beverage Trends
Presented by Edouard Malbois - Envrance

17:00 Advanced in-room technologies... Is the telephone dead?
Presented by the Technology Forum:
Ted Horner - E. Horner & Associates
Mike Preston - Prismas Consulting Ltd
John Grew - Spartan Comms Ltd
Brocas Burrows - Platinum

16:30 Management skills for everyone
Presented by Hazel Jackson - Biz-Ability

16:30 Trends in restaurant design that have emerged from an international design perspective
Presented by Chuck Wood - Rockwell Group

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Meet the Moderators...



Guy Roukaerts

Guy Roukaerts is a freelance design journalist who has been active in the Gulf Region since 1992, when he launched Gulf Interiors magazine. He has worked on a number of trade shows in Belgium, the UK and Dubai, including The Hotel Show since its inception.



Michael Loh

Michael Loh is the founder of the leading SpaAsia publication, Wellness Summit, Crystal Awards and the upcoming Ageless.



He is known for his relentless passion for the well-being of the spa and wellness industry.



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11:30 Formal benchmarking metrics for spas
Presented by Nikita Sarkar - Ernst & Young

11:30 Success bringing factors in the international spa and wellness business
Presented by Dr. Gerald Huber - Aspen Spa Management

11:30 Insights to Retail Sales
Presented by Leslie Glover - Aspen Spa Management

13:00 Spa... Functional and cost effective
Presented by Guy N Tulloh - SinclairKnight Merz Pty. Ltd

13:00 Global opportunities between spa developers and investors
Presented by Daniela Russell - Wafi Health & Leisure Group

13:00 Human Regenerator - A new era in health and wellbeing
Presented by Ilir Guelo - Human Regenerator

14:30 Indulgent Luxury Vs. Sustainable Health
Presented by Anni Hood - Jumeirah Group
Dr Fatma Abdulla - Global Consulting Associates

14:30 Chronology of spa implementation
Presented by Leslie Glover - Aspen Spa Management

14:30 Spa and revenue management
Presented by Nikita Sarkar - Ernst & Young
Sharon Barcock - Mandara Spa, The Monarch Dubai

16:00 From Spa Management to Spa Concept - A revolutionary new approach away from perceived ideas
Presented by John Eric Knecht - Elegance Contard

16:00 Integrating spa management and marketing in the Hotel Management program, the best way to insure economic success
Presented by Raoul Sudre - Aspen Resort Inc

16:00 Lovemarks in Spa... Innovation in treatments, products and technology
Presented by Denise Leicester - Lia Spa



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Meet the speakers

This year The Hotel Show sees the debut of the Middle East Spa Summit as well as the return of the successful Seven Star Conference. With over 30 guest speakers these sessions are sure to prove very popular.

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Dr Fatma Abdulla
Global Consulting Associates
Indulgent Luxury Vs sustainable health

Sharon Barcock
Spa Director, Mandara Spa - The Monarch Dubai
Spa and revenue management

Gerhard Hardick
Chief Operating Officer, Roya International
Innovative Management in Challenging Times

Jean-Paul Herzog
President, Hilton Hotels
Innovative Management in Challenging Times

Anni Hood
Group Director of Spas, Jumeirah Group
Indulgent Luxury Vs sustainable health

Jean Erik Knecht
President D'Elegance Groupe
From spa management to spa concept. A revolutionary new approach away from preconceived ideas

Gabriele Kurz
Executive Sous Chef, Magnolia - Al Qasr Hotel
Why the hospitality industry offers a future to Today's Women

Denise Leicester
Chairman Founder of Lia, Lia Spa
Lovemarks in Spa... Innovation in treatments, products and technology

Mike Preston
Managing Director, Prismas Consulting Ltd
1. Advanced in-room technologies... Is the telephone dead?
2. Technology Meets Design

Daniela Russell
Wafi Health & Leisure Group
Global opportunities between spa developers and investors

Emil Rademeyer
Director, ProLeads
Outlook on the Middle East Hospitality Sector

Brocas Burrows
Director of Sales & Marketing, Platinum Vision LLC
Advanced in-room technologies... Is the telephone dead?

Claude Bérubé
Head of Design, Government of Sharjah
Technology Meets Design

Daniel During
Managing Partner, TKI
'Food For Thought' A debate on current trends and developments in the Food and Beverage Industry

Ted Horner
Managing Director E. Horner & Associates
1. Advanced in-room technologies... Is the telephone dead?
2. Technology Meets Design
3. Technology For Profit

Dr. Gerald Huber
Regional Director UAE/GCC, Schlotterer
Success bringing factors in the international spa and wellness business

Edgar Hyder
Head of Business Development & Operations, OKKU
'Food For Thought' A debate on current trends and developments in the Food and Beverage Industry

Edouard Malbois
Envrance
1. 'Food For Thought' A debate on current trends and developments in the Food and Beverage Industry
2. Food & Beverage Trends

Shaikha Ebrahim Al Mutawa
Director of Business Development DTCM
Why the hospitality industry offers a future to Today's Women

Kristen Melle
Managing Director, ProTempit Ltd
1. Technology Meets Design
2. Technology For Profit

Nikita Sarkar
Ernst & Young
1. Spa and revenue management
2. Formal benchmarking metrics for spas

Mike Scully
Managing Director Seven Tides - Hospitality
Innovative Management in Challenging Times

Raoul Sudre
Aspen Resorts International USA
Integrating Spa Management and Marketing in the Hotel Management program

Leslie Glover
President, Aspen Spa Management
1. Chronology of Spa Implementation
2. Insights to Retail Sales

John Grew
Managing Director, Spartan Comms Ltd
1. Advanced in-room technologies... Is the telephone dead?
2. Technology Meets Design
3. Technology For Profit

Ilir Guelo
CEO, Human Regenerator GmbH
Human Regenerator - A new era in health and wellbeing

Azadeh Issari
Business Development Manager, The Monarch Dubai Hotel
Why the hospitality industry offers a future to Today's Women

Hazel Jackson
CEO, Biz-Ability
Management skills for everyone

Gerard Kearney
General Manager, The Aviation Club, Dubai
'Food For Thought' A debate on current trends and developments in the Food and Beverage Industry

Paola Navone
Architect and Designer, OTTO art
An Italian interpretation of an Oriental Style

Simon Penhaligan
Director Restaurant Operations, Rmal Hospitality
'Food For Thought' A debate on current trends and developments in the Food and Beverage Industry

Guy N Tulloh
Principal Architect, Sinclair Knight Merz (Dubai office)
Spa... Functional and cost effective

John Pelling
General Manager, Raffles Dubai
Innovative Management in Challenging Times

Chuck Wood
Managing Director, Rockwell Group Middle East
Trends in restaurant design that have emerged from an international design perspective

Farah Ali Al Zarouni
Head of Consumer Products Laboratory, Dubai Municipality
Will your hotel pass the test? Health & Safety in the Purchasing Process

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Official Publication



Success bringing factors in the international spa and wellness business

Date/Time: 25 May 2009
11:30-12:30

Location: Sheikh Rashid Hall

Presented by

- [Dr Gerald Huber](#), Regional Director UAE/GCC, Schletterer

Seminar Details



1. Meaning of a holistic spa approach

- definition of a holistic spa: mental & physical health
- spa typologies project optimised mix
- mental health & self awareness
- uniqueness & leadership
- technology

2. Success parameters

Unconditional well-being is the premise for every spa success:

- Quality
- Spa equipment design
- Architecture & design
- Spa solutions
- Holistic approach

3. Future trends

- Surprise your guests with uniqueness & innovations
- Concentrate on your core competence and a clear project USP by specialisation
- Success by authenticity and quality
- Health tourism
- Wellbeing without compromises
- Space & privacy is luxury
- Multi-functionality & holistic senses
- Self-awareness and self-discovery
- Ageless ageing

4. Conclusion

- New sense of quality for wellness & spa
- New innovative health tourism concepts
- New attractive and competitive solutions for the spa market

 [Click here to register as a conference delegate now](#)

