

# HOSPITALITY TECHNOLOGY FORUM @ HOFEX 2009



7TH MAY

# **HOSPITALITY TECHNOLOGY FORUM** **@ HOFEX 2009**

## Turn your work day into an IT learning day...

Returning for the 5th time, **THE HOSPITALITY TECHNOLOGY FORUM** is being held in conjunction with HOFEX 2009 and co-located at the HOSTEC Marketplace.

Co-organized by Pertlink, this full day event features a series of panels that cover a wide spectrum of hospitality technology related issues. Panel members have travelled here today from all across the globe to openly exchange ideas and experiences with the audience. These frank and [hopefully] direct discussions allow for the development of strategies in order to leverage realistic benefits from your technology expenditure.

**NOWHERE ELSE, CAN WILL GET SUCH GOOD FREE ADVICE, WHICH IS  
ESPECIALLY IMPORTANT IN THESE TRYING TIMES...**

Our audience is primarily made up of senior-level professionals in clubs, hotels, resorts and other hospitality-related businesses.

Today's sessions include:

- Optimizing Customer Experience and Revenues - a Look at 2010 and Beyond
- IT Trends in F&B
- Guestroom 20x
- Going Green with Technology
- Putting the "I" into Hospitality Technology
- CIO Panel - Planning for NextGEN Technologies

We are confident you will enjoy your day and find the investment of time extremely worthwhile. Thank you for taking time out to attend.

Terence Ronson  
Managing Director - Pertlink  
[terence@pertlink.net](mailto:terence@pertlink.net)



# Programme Schedule – May 7th

8:45–9:15	Registration	
9:15–9:30	Kick Off – Welcome by Terence Ronson – Managing Director – Pertlink Limited	
9:30–10:15	Optimizing Customer Experience and Revenues – A Look at 2010 and Beyond	<p>Graham Tate – Managing Director Asia Pacific, IDEaS a SAS Company  Benjamin Chien – Principal, Customer Intelligence, SAS Hong Kong  Maunik Thacker – Executive Director – Revenue Management – Venetian Macau  Henri Roellings – Publisher – HSYNDICATE</p> <p><b>Moderator:</b> Jules Sieburgh – President, Hospitality Financial and Technology Professionals</p>
10:15–11:00	CIO Panel – Planning for NextGEN Technologies	<p>Geoff McClelland – VP Technology–Hotel Development, Mandarin Oriental Hotel Group  Ian Farnsworth – Director, Information Systems and Technology, Galaxy Entertainment, Macau  Perry Lai – Chief Information Officer, Langham Hotels International</p> <p><b>Moderator:</b> Terence Ronson – Managing Director, Pertlink Limited</p>
11:00–11:20	Networking Coffee Break	Sponsored by: Cotell International Limited
11:20–12:00	Guestroom 20x	Frank Wolfe – Chief Executive Officer, Hospitality Financial and Technology Professionals
12:00:13:45	End of Morning Session / Lucky Draw / Free Time to visit HOFEX	
13:45–14:00	Registration and Welcome Back by Terence Ronson – Managing Director – Pertlink Limited	
14:00–14:45	Putting the "I" into Hospitality Technology	<p>Matt Mitchell – Managing Director – Global Accounts, iBahn  Gordon Brown – Chief Executive Officer, TeleAdapt  Wang Swee Lee – Chief Executive Officer, Cotell International Limited</p> <p><b>Moderator:</b> Douglas Rice – Executive Vice &amp; CEO – HTNG [Hotel Technology Next Generation]</p>
14:45–15:15	Networking Tea Break	Sponsored by: Cotell International Limited
15:15–16:00	Going Green with Technology	<p>Robert Allender – Managing Director, Energy Resources Management  Andrew N. Jones – Guardian, Sanctuary Resorts</p> <p><b>Moderator:</b> Mark Ozawa – President – Accuvia</p>
16:00–17:00	IT Trends in F&B	<p>Gerard DuBois – President, La Rose Noire  Grant Baird – Group Operations Director, Epicurean Group  Fritz Sommerau – Head of Hospitality Services–Special Projects and Planning, The Hong Kong Jockey Club</p> <p><b>Moderator:</b> Terence Ronson – Managing Director, Pertlink Limited</p>
17:00	Afternoon Session Lucky Draw / Grand Prize Draw / End of Forum	





## GERARD DU BOIS

GERARD'S OBSESSION WITH BAKING AND GOOD FOOD GOES BACK AS FAR AS HE CAN REMEMBER. AT 16, HE ENTERED A 5-YEAR APPRENTICESHIP PROGRAMME IN VILLARS, SWITZERLAND, WHERE HE LEARNED TO MAKE ALL KINDS OF BREAD, PASTRY, CHOCOLATE AND ICE-CREAM. AFTER GRADUATING WITH DISTINCTION FROM HIS APPRENTICESHIP, GERARD COMPLETED HIS MILITARY SERVICE. HE OPENED HIS FIRST 'LA ROSE NOIRE PÂTISSERIE' IN THE MOST PRESTIGIOUS RETAIL CENTRE ON HONG KONG ISLAND, AND NOW, JUST OVER A DECADE LATER, LA ROSE NOIRE IS ONE OF HONG KONG'S LEADING PRODUCERS OF FINE BAKERY AND PASTRY PRODUCTS, EMPLOYING MORE THAN 200 STAFF, MANY ARE STILL ORIGINAL STAFF. IN 2004, THE COMPANY BEGAN CONSTRUCTION OF A BRAND NEW, CUSTOM BUILT FACTORY IN DONGGUAN TO SERVE NEW CUSTOMERS IN SOUTHERN CHINA. GERARD CO-AUTHORED OF THE FAMOUS BOOK 'THE CUTTING EDGE', PUBLISHED IN HONG KONG IN 1993. HE SERVED AS CHAIRMAN OF THE ASIAN CULINARY CLASSIC IN 1997, 1999 AND 2005, AND WAS THE PRESIDENT OF THE HONG KONG SELECTION FOR THE 'COUPE DU MONDE DE LA PÂTISSERIE' IN 1997 IN LYON, FRANCE.



## GORDON BROWN

BORN IN LONDON, ENGLAND, GORDON BROWN IS THE FOUNDER AND CEO OF THE TELEADAPT GROUP, WHICH PIONEERS IN KEEPING THE WORLD POWERED UP AND CONNECTED. FOUNDED IN 1992, TELEADAPT INITIALLY FOCUSED ON SUPPLYING TELEPHONE ADAPTORS TO THE GROWING ARMY OF BUSINESS TRAVELLERS IN NEED OF CONNECTING TO THE OVER 40 DIFFERENT TELEPHONE SOCKETS AROUND THE WORLD. THEIR FOCUS MOVED TO HOTEL INFRASTRUCTURE WITH THE ARRIVAL OF BROADBAND IN 1999 AND IS NOW ESTABLISHED AS THE MARKET LEADER IN SUPPLYING INNOVATIVE CONNECTIVITY PRODUCTS TO THE HOSPITALITY MARKET. BROWN REMAINS AT THE FOREFRONT OF PRODUCT DEVELOPMENT, WITH HIS EYE ALWAYS ON THE NEXT CONNECTIVITY DEVICE GUESTS WILL WISH TO USE IN THEIR GUESTROOM - BE IT THE NEXT IPOD®, BLACKBERRY® OR DIGITAL CAMERA. HIS INTERESTS INCLUDE A CHARITY FOR DISADVANTAGED CHILDREN AND A PASSION FOR RUGBY.



## GRAHAME TATE

GRAHAME TATE STARTED IDEAS IN ASIA PACIFIC HAS BEEN MANAGING DIRECTOR OF IDEAS ASIA PACIFIC AND SUB CONTINENT SINCE 1997. HE IS RESPONSIBLE FOR SALES AND MARKETING AND OPERATIONS IN THE ASIA PACIFIC REGION, WHERE IDEAS CLIENTS INCLUDE SHANGRI-LA, LANGHAM HOTELS AND RESORTS AND MANDARIN ORIENTAL. GRAHAME HAS OVER 19 YEARS' EXPERIENCE IN HOSPITALITY TECHNOLOGY, GAINED THROUGH HOLDING TECHNICAL, PRODUCT PLANNING, AND SALES AND MARKETING ROLES WITH VARIOUS MULTI-NATIONAL COMPANIES. PRIOR TO JOINING IDEAS, GRAHAME WAS WITH NEC IN 1995, WHERE HE WAS RESPONSIBLE FOR THEIR HOSPITALITY TECHNOLOGY VERTICAL, WITH A FOCUS ON VOICE AND DATA TECHNOLOGIES. HE HAD ALSO WORKED IN TELECOMMUNICATIONS HOSPITALITY TECHNOLOGY FOR ALCATEL AUSTRALIA IN EARLY 1990'S.



## FRITZ SOMMERAU

PRIOR TO HIS MANY YEARS AS HEAD OF HOSPITALITY SERVICES WITH THE HONG KONG JOCKEY CLUB, FRITZ HELD EXECUTIVE DIRECTOR, BOARD OF MANAGEMENT, GENERAL MANAGER AND EXECUTIVE POSITIONS WITH MOVENPICK HOTELS INTERNATIONAL AND WITH THE HONG KONG & SHANGHAI HOTELS / THE PENINSULA GROUP. FRITZ SERVED FOR MANY YEARS ON THE ADVISORY BOARD OF THE SCHOOL OF HOTEL & TOURISM MANAGEMENT, HONG KONG POLY UNIVERSITY AND ON THE HOTEL CATERING AND TOURISM BOARD OF THE VOCATIONAL TRAINING COUNCIL. FOR HIS LIFE LONG PASSION OF FINE WINES, THE CULINARY ART AND HIS ENDEAVORS TO BRING FRENCH MASTER CHEFS TO ASIA HE WAS HONORED BY THE FRENCH GOVERNMENT AS OFFICIER DE L'ORDRE NATIONAL DU MÉRITE AGRICOLE. FRITZ IS A SWISS NATIONAL AND A GRADUATE OF "ECOLE HOTELIERE DE LAUSANNE



## ROBERT ALLENDER

WITH OVER FIFTEEN YEARS OF EXPERIENCE IN STUDYING, MANAGING, AND OPTIMISING HOTELS' ENERGY CONSUMPTION AND GREENHOUSE GAS EMISSIONS, HIS WORK HAS RESULTED IN CLIENTS ELIMINATING MILLIONS OF GIGAJOULES OF WASTED ENERGY, SAVING MILLIONS OF DOLLARS OF NEEDLESS EXPENDITURE, AND AVOIDING UNCOUNTED TONNES OF CARBON DIOXIDE BEING ADDED TO THE ATMOSPHERE. ORIGINALLY A HOTELIER AND A GRADUATE OF CORNELL UNIVERSITY'S HOTEL SCHOOL, HE WAS A PIONEER IN HOTEL COMPUTER SYSTEMS WHERE HE TOOK UP A CHALLENGE FOLLOWING THE EARTH SUMMIT OF 1992, TO HELP ASIA'S HOTEL OWNERS AND OPERATORS CONSUME ENERGY MORE WISELY. HE IS A FREQUENT CONTRIBUTOR TO CONFERENCES AND PERIODICALS ON THE SUBJECTS OF ENERGY MANAGEMENT, CLIMATE CHANGE ISSUES, AND TECHNOLOGY TRENDS. THE INTERNATIONAL ENCYCLOPAEDIA OF HOSPITALITY MANAGEMENT CONTAINS ENTRIES HE AUTHORED ON FACILITIES MANAGEMENT, BENCHMARKING, OUTSOURCING, AND LIFE-CYCLE COSTING.



## WANG SWEE LEE

IS CHIEF EXECUTIVE OFFICER OF COTELL INTERNATIONAL LIMITED. HE HAS A BACHELOR OF SCIENCE DEGREE WITH FIRST CLASS HONOR IN COMPUTER AND CONTROL SYSTEM FROM UNITED KINGDOM. HE IS A FELLOW OF THE INSTITUTE OF MATHEMATICS, A MEMBER OF THE INSTITUTE OF MEASUREMENT AND CONTROL, THE MALAYSIAN INST. OF MGMT, THE MALAYSIAN COMPUTER CONFEDERATION, A CHARTERED MATHEMATICIAN AND A CHARTERED ENG. WITH OVER 28 YEARS EXPERIENCE IN TELECOMMUNICATIONS, IT, MULTIMEDIA AND INTELLIGENT BUILDING. MR. WANG HAS A SPECIAL INTEREST IN THE HOSPITALITY INDUSTRY, AND HE STARTED HIS CAREER AS AN ENGINEER PROVIDING INSTALLATION SERVICES TO HOTELS. IN THE PROCESS HE HAS GAINED ENORMOUS EXPERIENCE AND KNOWLEDGE IN THAT ENVIRONMENT AND THEIR REQUIREMENTS. HE HAS A KEEN INTEREST ON THE LATEST COMMUNICATION AND RELATED SMART TECHNOLOGY FOR THE HOSPITALITY INDUSTRY. MR. WANG SPENT THE LAST 6 YEARS AS A CONSULTANT IN DEVELOPING BUSINESS STRATEGY FOR SIEMENS'S APAC. COMMUNICATION SOLUTION BUSINESS IN THE HOSPITALITY INDUSTRY IN CHINA AND ASIA PACIFIC REGION.





## PERRY LAI

MR LAI – CIO LANGHAM HOTELS INTERNATIONAL – IS AN IT PROFESSIONAL WITH OVER 18 YEARS' EXPERIENCE IN REGIONAL IT STRATEGIES FORMULATION AND CONSULTANCY, SYSTEM INTEGRATION, PROJECT MANAGEMENT, TECHNICAL SUPPORT, SYSTEM DESIGN AND DEVELOPMENT AND EBUSINESS IN THE ASIA PACIFIC REGION. JOINED THE GROUP IN JANUARY 2005, HE IS RESPONSIBLE FOR FACILITATING THE IMPROVEMENT OF THE GROUP'S BUSINESS OPPORTUNITIES AND OPERATION EFFICIENCY THROUGH TECHNOLOGY. MR LAI PREVIOUSLY WORKED FOR MULTI-NATIONAL CORPORATIONS, INCLUDING DOW JONES TOLERATE IN AUSTRALIA, UNISYS CORPORATION, LOGICA LIMITED AND DELOITTE & TOUCHE MANAGEMENT SOLUTIONS LIMITED.



## FRANK WOLFE

MR. WOLFE IS CEO OF HOSPITALITY FINANCIAL AND TECHNOLOGY PROFESSIONALS (HFTP®), WHICH HE JOINED IN MARCH 1991. DURING WOLFE'S TENURE, THE ASSOCIATION HAS EXPERIENCED TREMENDOUS GROWTH IN ITS EDUCATIONAL PROGRAMS, MEMBERSHIP AND CERTIFICATION PROGRAMS. IN ADDITION TO THE EXPANSION OF HITEC® (HOSPITALITY INDUSTRY TECHNOLOGY EXPOSITION AND CONFERENCE), THE FORMATION OF EHTEC (EUROPEAN HOSPITALITY TECHNOLOGY EDUCATIONAL CONFERENCE) & THE DEVELOPMENT OF GUESTROOM 20X, WOLFE HAS BEEN CRUCIAL TO THE ASSOCIATION'S WORLDWIDE BRAND EXPANSION. THE ASSOCIATION'S REVENUE HAS GROWN FROM \$1.3 MILLION TO MORE THAN \$6 MILLION AND ITS MEMBERSHIP NOW NUMBERS MORE THAN 4,800. IN AUGUST 2000, WOLFE WAS HONORED BY LODGING MAGAZINE BY BEING INCLUDED IN THE "75 PROFILES IN LEADERSHIP" EDITION, A WHO'S WHO OF 75 INDIVIDUALS WHO HAVE MADE MAJOR CONTRIBUTIONS TO THE HOSPITALITY INDUSTRY. IN OCTOBER OF 2002, WOLFE WAS PRESENTED THE HFTP PARAGON AWARD FOR HIS CONTRIBUTIONS TO BOTH HFTP AND TO THE HOSPITALITY INDUSTRY.



## GEOFF McCLELLAND

GEOFF, AN AUSTRALIAN NATIONAL, JOINED THE MANDARIN ORIENTAL HOTEL GROUP IN 2003 HAVING WORKED AS A CONSULTANT TO MOHG AND OTHER JARDINE MATHESON GROUP COMPANIES FOR SEVERAL YEARS. WITH OVER 25 YEARS EXPERIENCE IN IT&T, HE HELD SENIOR ROLES OR CONSULTING EXTENSIVELY IN A NUMBER OF INDUSTRY SECTORS; NOTABLY IN TELECOMMS, PETROLEUM, IT, FINANCE, DEFENCE AND RETAIL. ALWAYS HAVING A STRONG TECH FOCUS, GEOFF HELD TRADITIONAL IT&T STAFF ROLES AS WELL AS R&D, STRATEGIC MARKETING AND CORPORATE PLANNING POSITIONS. AT MOHG HE HAS RESPONSIBILITY FOR TECH DEPLOYMENT IN NEW HOTEL BUILDS AND MAJOR RENOVATIONS THROUGHOUT ASIA AND WAS INTIMATELY INVOLVED IN THE OPENINGS IN NEW YORK AND WASHINGTON. HE HOLDS A MASTERS OF BUSINESS ADMINISTRATION (MBA) WITH A FINANCE MAJOR FROM THE UNIVERSITY OF TECHNOLOGY SYDNEY, IS A MEMBER OF THE IEEE (INSTITUTE OF ELECTRICAL AND ELECTRONIC ENGINEERS), THE AUSTRALIAN COMPUTER SOCIETY (ACS) AND A FELLOW OF THE AUSTRALIAN INSTITUTE OF COMPANY DIRECTORS (AICD).



## DOUGLAS RICE

DOUGLAS RICE IS EXECUTIVE VICE PRESIDENT AND CHIEF EXECUTIVE OFFICER OF HOTEL TECHNOLOGY NEXT GENERATION (HTNG), A NON-PROFIT TRADE ORGANIZATION DEDICATED TO IMPROVING TECHNOLOGY USED IN THE HOSPITALITY INDUSTRY. HTNG COUNTS NEARLY 400 MAJOR HOTEL COMPANIES, TECHNOLOGY VENDORS, AND OTHER INTERESTED PARTIES AMONG ITS MEMBERSHIP. HE REPORTS TO THE ORGANIZATION'S BOARD OF DIRECTORS, WHICH CONSISTS OF CHIEF INFORMATION AND TECHNOLOGY OFFICERS FROM LEADING HOTEL COMPANIES FROM AROUND THE WORLD. HE WAS HONORED BY HOTEL BUSINESS MAGAZINE IN A 2008 COVER STORY AS ONE OF THE FIVE MOST INFLUENTIAL EXECUTIVES IN THE FIELD OF HOTEL TECHNOLOGY. PRIOR TO HTNG, MR. RICE CONSULTED FOR MORE THAN 15 YEARS TO SENIOR MANAGEMENT FROM GLOBAL HOTEL COMPANIES ON MARKETING, TECHNOLOGY, AND OPERATIONS ISSUES. HE EARNED HIS MASTERS IN BUSINESS ADMINISTRATION WITH TOP HONORS FROM HARVARD BUSINESS SCHOOL AND HIS UNDERGRADUATE DEGREE FROM DARTMOUTH COLLEGE.



## ANDREW JONES

ANDREW JONES GREW UP IN THE HOSPITALITY INDUSTRY IN THE UK. HE GRADUATED IN HOTEL & CATERING STUDIES FROM BIRMINGHAM COLLEGE OF FOOD, TOURISM & CREATIVE STUDIES. WORK EXPERIENCE INCLUDES MANY PRESTIGIOUS HOTELS & RESORTS; WALDORF HOTEL IN LONDON, ELBOW BEACH SURF CLUB IN BERMUDA & OVER 12 YEARS WITH WESTIN HOTELS AND RESORTS IN SENIOR MANAGEMENT POSITIONS ACROSS CANADA, AND IN ASIA. SUBSEQUENTLY ANDREW DIRECTED HIS OWN HOTEL CONSULTING PRACTICE, PROVIDING PROFESSIONAL MANAGEMENT CONSULTING & SERVICES TO HOTELS & SERVICE INDUSTRIES IN THE APAC REGION, FOLLOWED BY THREE YEARS AS VP HR WITH MARCO POLO HOTELS. IN 1996, ANDREW FOUNDED & BECAME GUARDIAN OF SANCTUARY RESORTS. IN ADDITION TO HIS POSITION AS GUARDIAN OF SANCTUARY RESORTS, ANDREW WAS PREVIOUSLY DIRECTOR, APAC AFFAIRS FOR THE IHRA, A MEMBER OF THE BOARD OF THE INDIAN OCEAN TOURISM ORG. HE IS A CERTIFIED HOTEL ADMINISTRATOR OF THE AHLA, & A FELLOW OF THE INST. OF HOSPITALITY. ANDREW IS A PAST PRESIDENT OF THE ROTARY CLUB OF KOWLOON AND CHAIRMAN EMERITUS OF THE KELLY SUPPORT GROUP.



## IAN FARNSWORTH

IAN JOINED GALAXY ENTERTAINMENT AT THE START OF 2008 TO LEAD THE TECHNOLOGY DEPLOYMENT ACROSS THE GROUP, WITH PARTICULAR FOCUS ON THE GALAXY MACAU DEVELOPMENT. IAN HAS MORE THAN 30 YEARS IT LEADERSHIP EXPERIENCE, AND HAS HELD SEVERAL CIO ROLES IN AUSTRALIA AT ABB GRAIN, FOSTERS GROUP AND CROWN LTD.

IAN'S CROWN AND FOSTERS EXPERIENCE POSITIONS HIM AT GALAXY AS THEIR TECHNOLOGY LEADER. AS THE FOUNDING IT EXECUTIVE AT CROWN, MELBOURNE, IAN ESTABLISHED A SYSTEMS SUITE BASE THAT IS STILL IN USE TODAY (>15 YEARS ON) AND IS STILL RECOGNIZED AS WORLD CLASS. AT FOSTERS, IAN LEAD IS&T FOR THE EMERGING GLOBAL WINE BUSINESSES AND THEN ARCHITECTED THE CONSOLIDATION OF IT SERVICES ACROSS BOTH NATIONAL BEER OPERATIONS AND GLOBAL WINE SERVICES, INTO A SINGLE IT ORGANISATION.





## JULES SIEBURGH

JULES SIEBURGH IS A HOSPITALITY CONSULTANT WITH O'NEAL CONSULTANTS WHERE HE PROVIDES TECHNOLOGY GUIDANCE AND CO-ORDINATION MANAGEMENT TO HOTEL OWNERS. PREVIOUSLY, MR. SIEBURGH HELD SENIOR TECHNOLOGY POSITIONS AT SONESTA HOTELS & RESORTS, INTER-CONTINENTAL HOTELS & RESORTS, PRICELINE.COM, HOST MARRIOTT CORPORATION AND KERZNER INTERNATIONAL. SIEBURGH IS CURRENTLY THE GLOBAL PRESIDENT OF HOSPITALITY FINANCIAL AND TECHNOLOGY PROFESSIONALS (HFTP). HE IS ACTIVE WITH HFTP'S GUESTROOM 20X, SERVING AS THE CHIEF TECHNOLOGY CONSULTANT AND INTEGRATOR FOR THE EXHIBIT, WHICH SHOWCASES NEW AND UPCOMING TECHNOLOGIES FOR HOTEL ROOMS. HE IS ALSO THE 1998 INDUCTEE TO THE HFTP INTERNATIONAL HOSPITALITY TECHNOLOGY HALL OF FAME. MR. SIEBURGH CAME TO THE U.S.A. FROM THE NETHERLANDS TO OBTAIN A BS DEGREE FROM THE CORNELL SCHOOL OF HOTEL ADMINISTRATION AND AN MBA FROM THE CORNELL BUSINESS SCHOOL. HE IS A MEMBER OF THE CORNELL HOTEL SOCIETY.



## GRANT BAIRD

A CHEF BY TRAINING, WITH THIRTY YEARS WELL-ROUNDED EXPERIENCE IN THE HOSPITALITY INDUSTRY IN THE KEY AREAS OF FOOD AND BEVERAGE OPERATIONS AND HOTEL AND RESTAURANT MANAGEMENT. GAINED VALUABLE EXPERIENCE IN HOTEL OPERATIONS IN NEW ZEALAND, AUSTRALIA AND MACAU COUPLED WITH A DIVERSE BACKGROUND IN RESTAURANT DEVELOPMENTS IN THE PHILIPPINES AND HONG KONG. ARRIVING IN ASIA IN 1990 WORKING FOR THE JIMMYS KITCHEN GROUP IN HONG KONG UNTIL 1996 AND MOVING ON TO THE PHILIPPINES TO OPEN BAR & RESTAURANT CONCEPTS UNTIL 1999. RETURNED TO HONG KONG IN 2000 TO TAKE UP A POSITION AT EPICUREAN MANAGEMENT LTD. IN 2005 I JOINED THE OPENING TEAM AT WYNN MACAU AS PRE-OPENING FOOD & BEVERAGE MANAGER. AFTER THE OPENING I RETURNED TO HONG KONG IN 2006 TO REJOIN EPICUREAN MANAGEMENT LTD AS GROUP DIRECTOR OPERATIONS THAT OWNS AND MANAGES 27 BAR AND RESTAURANTS. THE GROUP ALSO OWNS THE ITALIAN TOMATO GROUP THAT OPERATES 21 BAKERY CONCEPTS.



## MATT MITCHELL

JOINING iBAHN IN JANUARY 2009, MATT MITCHELL BRINGS MORE THAN TWENTY YEARS OF EXPERIENCE IN THE BROADBAND, TELECOMMUNICATIONS AND HOSPITALITY INDUSTRIES. HE HAS BROAD RANGE OF BUSINESS EXPERIENCE, RANGING FROM RESPONSIBILITY FOR GLOBAL SALES MANAGEMENT TO OPERATIONS. FOR THE EIGHT YEARS PRIOR TO JOINING THE COMPANY, MATT SERVED AT INTER-TOUCH, A PROVIDER OF BROADBAND INTERNET SERVICES IN SEVERAL GLOBAL MARKETS IN ROLES INCLUDING CHIEF OPERATING OFFICER, EXECUTIVE VICE PRESIDENT, SALES; AND VICE PRESIDENT OF GLOBAL OPERATIONS. ADDITIONALLY, HE WAS CLOSELY INVOLVED IN THE SALE OF THE COMPANY TO NTT Docomo IN 2005. MATT SPENT FIVE YEARS AT 3COM IN ITS ASIA PACIFIC OFFICE IN THE HONG KONG OFFICES, WHERE HE WAS SUCCESSFUL IN ESTABLISHING THE COMPANY'S ASIA PACIFIC CUSTOMER SERVICE ORGANIZATION AND IN BUILDING A DIRECT SALES FORCE FOCUSED ON LARGE GOVERNMENT AND CORPORATE ENTERPRISE CUSTOMERS.





## BENJAMIN CHIEN

BENJAMIN CHIEN IS THE PRINCIPAL OF CUSTOMER INTELLIGENCE FOR SAS HONG KONG, RESPONSIBLE FOR THE PRODUCT AND SALES DEVELOPMENT OF SAS CUSTOMER INTELLIGENCE SOLUTIONS.

PRIOR TO JOINING SAS, CHIEN WORKED FOR THE WORLD'S LEADING PORTAL AND SEARCH ENGINE YAHOO! FOR OVER FOUR YEARS, WHERE HE GAINED EXTENSIVE EXPERIENCE IN VARIOUS ASPECTS OF SALES AND MARKETING IN DIFFERENT REGIONS INCLUDING HONG KONG, TAIWAN AND USA.



## PERTLINK

TERENCE LAUNCHED HIS DIVERSIFIED HOSPITALITY CAREER AS A CHEF, AND HAS HELD VARIOUS MANAGEMENT POSITIONS WITH PROMINENT HOTELS IN THE UK AND ASIA.

IN THE 80'S HE DEVELOPED HIS PENCHANT FOR TECHNOLOGY, AND IN 2000 STARTED PERTLINK, FROM WHERE HE BECAME THE TECHNOLOGY EDITOR FOR HOTELS ASIA PACIFIC AND AUTHORED NUMEROUS INDUSTRY RELATED ARTICLES.

CNN'S EBIZASIA PROGRAMME FEATURED HIM IN 2001 FOR HIS INNOVATIVE WORK AT ROSEDALE HONG KONG, AND HE HELPED LANGHAM PLACE HONG KONG WIN MANY ACCOLADES FOR THEIR TECHNOLOGY DEPLOYMENT.

TERENCE HAS SPOKEN AT SEVERAL KEY INDUSTRY EVENTS AND CURRENTLY SITS ON THE ADVISORY BOARDS FOR HOFEX AND HITEC, AS WELL AS HOLDING A VISITING LECTURER POSITION AT HKPOLY U AND BEING A MEMBER OF THE INTERNATIONAL SOCIETY OF HOSPITALITY CONSULTANTS.

TERENCE MODERATES AN ONLINE DISCUSSION GROUP FOR IN-ROOM TECHNOLOGY AT: [WIWIH.COM](http://WIWIH.COM) AND ALSO PUBLISHES A HOTEL TECHNOLOGY BLOG: [WWW.WIWIHBLOGS.COM/TERENCE/INDEX.HTML](http://WWW.WIWIHBLOGS.COM/TERENCE/INDEX.HTML)

TERENCE IS CURRENTLY INVOLVED IN SEVERAL EXCITING CHINA AND MALAYSIA BASED PROJECTS.

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## PROJECTS

ZENDAI HOTEL YIN - SHANGHAI

ZENDAI ART HOTEL - SHANGHAI

THISTLE HOTEL - PORT DICKSON

THISTLE HOTEL - JOHOR BAHRU

TANGULA - LUXURY TRAIN (PRC)

GUOMAN HOTEL - SHANGHAI

GUOMAN HOTEL - BEIJING

ACCOR NEXTUP - 2015

## MAUNIK THACKER



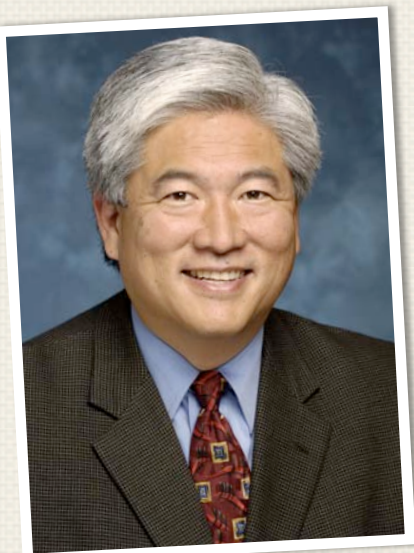
MAUNIK JOINED VENETIAN MACAU LTD. IN NOVEMBER 2006 TO WORK ON THE OPENING OF THE 3000 SUITE INTEGRATED RESORT – LOCATED ON THE COTAI STRIP. TASKED WITH SETTING UP AND DRIVING THE REVENUE MANAGEMENT PRACTICE FOR THE COMPANY IN MACAU, HIS ROLE ENCOMPASSES DRIVING E-COMMERCE ACTIVITIES & THE OVERALL STRATEGIC PLANNING PROCESS, PLUS INVOLVEMENT IN SETTING UP THE REVMGMT FUNCTION AT MARINA BAY SANDS – SINGAPORE, SCHEDULED TO OPEN IN DECEMBER 2009. HIS WORK FOCUSES AROUND TOTAL REVENUE MANAGEMENT ACROSS ALL ASSETS, BASED ON CUSTOMER PROFITABILITY & ENTERPRISE VALUE TO THE ORGANIZATION. PRIOR TO VENETIAN MACAU, MAUNIK WAS BASED IN THE MIDDLE EAST FOR OVER 5 YEARS & HE WORKED FOR LE MERIDIEN HOTELS IN DUBAI & BAHRAIN. HAVING BEEN INVOLVED IN REVMGMT AND DIST SINCE 1999, HIS FIRST FORAY IN THIS FIELD BEGAN WITH TAJ HOTELS, INDIA. HE WAS PART OF LE MERIDIEN'S TASK FORCE FOR DEVELOPING BEST PRACTICES AS PART OF THE COMPANY'S IMPLEMENTATION OF A REVMGMT SYSTEM ACROSS ITS HOTEL PORTFOLIO. MAUNIK HOLDS AN MBA IN INTL HOSPITALITY MGMT FROM IMHI (CORNELL-ESSEC). HIS PERSONAL INTERESTS LIE IN TRAVEL AND HE HAS ALWAYS HAD A DESIRE TO LIVE AND WORK IN DIFFERENT PARTS OF THE WORLD, LEARNING ABOUT DIFFERENT CULTURES.

## HENRI ROELINGS



HENRI ROELINGS HAS MORE THAN 15-YEARS OF EXPERIENCE IN ONLINE PUBLISHING WITHIN THE GLOBAL HOSPITALITY INDUSTRY. HIS FIRST ONLINE VENTURE WAS THE INDUSTRY PORTAL HOSPITALITYNET.ORG WHICH WAS FIRST PUBLISHED IN 1994. OTHER ONLINE VENTURES WHICH WERE FOUNDED BY ROELINGS INCLUDE HSYNDICATE.ORG, HOTELSCHOOLS.COM, WIREDHOTELIER.COM AND SOCIAL NETWORKING SITE WIWIH.COM. HENRI ROELINGS IS A GRADUATE FROM THE LAUSANNE HOTEL SCHOOL, SWITZERLAND. PRIOR TO HIS PUBLISHING ACTIVITY, ROELINGS GAINED EXPERIENCE IN THE HOSPITALITY INDUSTRY INCLUDING 5 YEARS WITH ACCOR, FOLLOWED BY CONSULTING APPOINTMENTS FOR SAP, IBM AND OPTIMS. ROELINGS CURRENTLY ACTS AS FOUNDER/CEO FOR HSYNDICATE.ORG AND AS CO-FOUNDER OF SWITZERLAND-BASED WIWIH.COM. HE LIVES IN MAASTRICHT, THE NETHERLANDS. LINKEDIN.COM PROFILE AT [HTTP://WWW.LINKEDIN.COM/PUB/DIR/HENRI/ROELINGS](http://WWW.LINKEDIN.COM/PUB/DIR/HENRI/ROELINGS)

## MARK OZAWA



AS PRESIDENT, MARK IS RESPONSIBLE FOR THE OVERALL DAY-TO-DAY MANAGEMENT OF ACCUVIA'S THREE BUSINESSES, CONSULTING, EVENTS AND PUBLISHING. MARK ALSO WORKS DIRECTLY WITH CLIENTS ON STRATEGIC, OPERATIONAL, AND IMPLEMENTATION ENGAGEMENTS. HE'S A REGULAR CONTRIBUTOR TO HOSPITALITY PUBLICATIONS AND A SPEAKER AT VARIOUS INDUSTRY EVENTS. WITH OVER THIRTY YEARS LODGING AND FOODSERVICE EXPERIENCE, HIS BACKGROUND INCLUDES RESTAURANT, HOTEL, AND RESORT OPERATIONS, AS WELL AS A CORPORATE BACKGROUND IN TELECOMMUNICATIONS, TECHNOLOGY PLANNING, PROJECT MANAGEMENT, AND BUSINESS PROCESS RE-ENGINEERING. MARK'S EXPERTISE ALSO EXTENDS TO ELECTRONIC DISTRIBUTION AND GDS CONNECTIVITY. PRIOR TO ACCUVIA, MARK RAN SCEPTRE, ONE OF THE LEADING LODGING RESERVATIONS AND ELECTRONIC DISTRIBUTION SERVICES COMPANIES. HE ALSO SPENT OVER 18 YEARS WITH WESTIN HOTELS & RESORTS AND WAS RESPONSIBLE AT TIMES FOR GLOBAL FRONT OFFICE OPERATIONS, TELECOMMUNICATIONS, PROPERTY TECHNOLOGY PLANNING AND IMPLEMENTATION, AND OVERALL OPERATIONS AT WESTIN'S RESORT IN RANCHO MIRAGE, CALIFORNIA.



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