



Hotel Operations Technology Conference

## HOT 2010 CONFERENCE & EVENT SCHEDULE

**Tuesday 25<sup>th</sup> May 2010**    **HOT2010 Conference**

**8.00 am – 9.00 am**

**HOT Exec Breakfast sponsored by Kytec**  
**Clarendon Room – Level 5**  
**Guest Speaker: Peter Barge, Global Chairman**  
**Jones Lang LaSalle Hotels**  
***Asia Pacific – the new centre of gravity for the global economy?***

*Asia the new centre of gravity for the global economy” what does that really mean for Aussie technology and hotel executives as they try and take advantage of the new “Power of Proximity”. What are some of the opportunities, bear traps and lessons we can all benefit from as our industries and nation try to claim a fair share of the Asian potential. And what impact will the growth and wealth of Asia have on us as individuals, on our businesses and our nation.*

**9.05 am – 9.10 am**

**9.10 am – 10.30 am**

**Welcome & Introduction**  
**OPENING KEYNOTE - Auditorium**  
**International Guest Speaker: SCOT CAMPBELL**  
**Snr VP International Development MGM Mirage**  
**“CITY CENTER FROM CONCEPTION TO COMPLETION”**

*As one of the world largest commercial developments the \$12 billion City Centre Project in Las Vegas has generated a great deal of publicity The 4,000 room Aria hotel is one of the key components of the City Centre Project and the he guestrooms in this hotel feature some amazing new technology , come and hear from the man who was instrumental in selecting the majority of this technology for the whole site*

**10.30 am – 11.00 am**

***Break***

**11.00 am – 11.30 am**

**Session One:**  
**“Do You really need to invest in Technology – An Owners Perspective?”**

Moderator: Peter Barge (Chairman Jones Lang Lasalle SE Asia)

Panellists:

Nigel Greenaway – (MD Eureka Funds Management)

Paul Constantinou (Chairman Quest Serviced Apartments)

Michael Shinton ( CFO Asian Pacific Building Corporation)

*What do owners really think about investing in technology – Is it just to keep a competitive advantage or does it generate a real ROI?. With three different owners from a large institutional investor, to a boutique owner/operator to Australia’s largest serviced apartment owner/operator we are guaranteed a lively debate*

Event Organiser: On Targett Communications Pty Ltd  
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**11.30 am – 12.15 pm**

**Session Two – sponsored by iBAHN**

**Understanding the Customer – what do guests really want in the room and how do we plan for their future expectations?**

Speaker David Garrison CEO iBAHN

*Recently iBAHN has commissioned some major research on what business travellers are looking for in HSIA connectivity and in room entertainment technology. For those who intend refurbishing their hotel or building a new property these insights will be invaluable .*

**12.15 pm – 1.00 pm**

**Session Three**

**Should Internet be free or should guest pay for it ?**

Moderator Ted Horner, E. Horner & Associates

Panel members

David Garrison CEO iBAHN

David Stallworthy ReiverNet

Peter Barge Global Chairman Jones Lang LaSalle Hotels

*This is a very hot topic and is sure to generate a lot of debate as everyone has a different opinion hear from 2 vendors on the subject and also a frequent traveller in Peter Barge . There is no one right or wrong answer but many guests feel it should be free so lets see what the panel think ?*

**1.00 pm – 2.30 pm**

*Break*

**2.30 pm – 3.15 pm**

**Session Four sponsored by Essense**

**How to Future Proof Customer Facing Technology in the Guestroom Key Objectives**

1. *How to deploy technology that meets the needs of all the key stakeholders when designing a new hotel or refurbishing an existing one*
2. *establishing best practice - can we incorporate the right infrastructure to accommodate all the technology we want to install in either new build or refurbishment*
3. *How do we address the key challenges in rolling out new guestroom technology from a large or small boutique hotel*
4. *how do we keep up with the latest trends in consumer technology*

Moderator Ted Horner, E. Horner & Assoc

Panellists:

Christopher Wiener Director BD OneVision

Scott Campbell SVP International IT MGM Mirage

Mark Poldervaart Senior Director Business Manager EMEA

GBU Hospitality, Philips Lighting B.V.



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**3.15 pm – 4.00 pm**

**Session Five – sponsored by NEC  
Is the traditional PABX Dead in Hotels ?  
Moderator Ted Horner**

Speakers: Hiroo Ichii NEC Japan  
Kyle Stubbs Telecommunications Manager Accor  
Third Speaker to be finalised

*What does the future hold for PABX Investment , has the time come to host voice externally from the hotel , what about wireless voice , soft phones , Microsoft what are they doing in this area , will the Video on Demand vendors enter this space ? These questions and much more will be answered in this session..*

**4.30 pm – 5.30 pm**

**Exhibition**

**6.00 pm – 7.00 pm**

**Cocktails at Studio 3 sponsored by Philips & IDEaS  
a SAS company**

**7.00 pm – 11.00 pm**

**Networking Dinner – Studio 3 Crown Casino**

*Program is current as of 8<sup>th</sup> April, 2010  
Speakers to be finalised and program is subject to change*