



09.00 – 10.00	Registration and Arrival Coffee		
10.00 – 10.15	Introduction & Welcome <i>Richard Harrison, Chair of Conference Centres of Excellence</i>		
10.15 – 11.15	Key note: Hotels 2020 – Beyond Segmentation <i>Rohit Talwar, Fast Future, www.fastfuture.com</i> <i>Introduced by Martin Lewis, Director, Meetpie</i>		
11.15 – 11.45	Coffee and Refreshments & Supplier Exhibition		
11.45 – 12.15	Selection of Workshops (please indicate preference on booking form to allow us to manage expectations and room sizes)		
	Workshop A1: Innovation: Media & Technology in the future <i>Garrick Jones, Partner, Ludic Group Ltd.</i>	Workshop A2: Engaging teams in difficult times <i>Ken Brown, Head of Talent and Performance Management, Tata Steel Europe</i>	Workshop A3: How to manage a proactive agency relationship <i>Iona Courtenay-Warren, Head of Conference, Events & Groups, Hotelscene</i>
12.25 – 12.55	Selection of Workshops (please indicate preference on booking to allow us to manage expectations and room sizes)		
	Workshop B1: The benefits and quick wins of ISO 14001 <i>Andrew Nicholson, Senior Environmental Consultant, EEF Ltd</i>	Workshop B2: Benchmarking your quality standards through VenueVerdict to achieve a competitive edge <i>James Bland, Senior Client Services Manager, BDRC Continental Development</i>	Workshop B3: Strategic PR Approach to increase revenue in challenging times <i>Ray Woods, PR Director, Interactive Ward Lovett</i>
12.55 – 14.00	Networking Lunch & Supplier Exhibition		
14.00 – 15.00	Key note: The Art of Networking and Business Influence <i>Roy Sheppard, www.royspeaks.com</i> <i>Introduced by Martin Lewis, Director, Meetpie</i>		
15.00 – 15.30	Coffee and Refreshments & Supplier Exhibition		
15.30 – 16.30	Panel Discussion How to get the most out of association membership? <i>Chaired by Martin Lewis, Director, Meetpie</i> <i>Jennifer Jenkins, Managing Director UK, MCI</i> <i>Anthony Lishman, Chief Executive, Conference Centres of Excellence</i> <i>Emma Boynton, Chair, Venuemaster</i>		
16.30	Closing Remarks <i>Richard Harrison, Chair of Conference Centres of Excellence</i>		
16.45 – 17.30	Conference Centres of Excellence Annual General Meeting <i>General Managers/Venue Directors of Member Venues only</i>		
16.45	Hotel Check in & Networking		
19.00	Evening Drinks Reception <i>Sponsored by Wilson Vale Catering Management Ltd</i>		
20.00	Conference Dinner <i>Evening Drinks sponsored by Connolly's (Wine Merchants) Ltd.</i>		