



Preliminary Program 6.02.2020

Hospitality4.0

DREAMCATCHER

HALL 6 - 6H4-01

13th July 2020 - Day 1

10:00 am – 10:20 am **Registration and Reception**



Register Now

Panel: Hotel, Design & Experience: The Next Decade

10:30 am – 11:20 am The hospitality experience is being shaped by guests' demands for convenience, authenticity and memorability. From automated hotel solutions, new 21st Century luxury or 'Go Green or Go Home' motto, Millennials preferences shape new value-propositions. Learn about innovative hotel concepts, improve the customer experience and learn how to incorporate winning features into your hotel.

Panelist: Ker How Wong, Partner, Asolidplan & Solid Architects
Panelist: Chris Lee, Founder, The Asylum
Panelist: Christina Lam Fung Kiu, Assistant Professor, Hospitality Business at Singapore Institute of Technology
Moderated by: Yann Follain, Managing Director-Head of Design, Wy-To Architects

Presentation: Next Gen Online Booking Services, Personalized Travel and Horeca in ASEAN

11:30 am –12:20 pm The rise of social networks and OTA's (Online Travel Agents) created new distribution channels, more convenience and simplified transparency, but hotels have to pay for access to customers now which lowers margins. How does that change the business model? How do changes in the next decade to digital booking platforms impact business models? What role does increasing personalization play in hospitality?

Speaker: Jun Kiat Lee, Director of Business Development, APAC (Experiences), TripAdvisor
Speaker: Julien Kuchenbuch, Strategic Partnerships Specialist, Hotelbeds APAC



12:30 pm – 1:20 pm

Presentation: Authenticity, Value Proposition & Convenience in Hospitality: A Data Debate?

The convergence between different technologies and digital transformation can empower both: the guest as well as the hospitality professional. Though will big data create the friendly and generous reception and entertainment of guests or will the guest become the product? Will privacy be secured and cherished? Will the industry become a simple transactional industry? Where is the new value-proposition?

Speaker: Dr. Derek Wang, General Manager of Alibaba Cloud Singapore

1:30 pm – 2:20 pm

Panel: Accelerating Sustainability in the Horeca Sector

Embracing resource-efficient and resilient development practices is good for business as well as communities. Remaining competitive whilst implementing energy efficiency, water conservation, and waste reduction is a trick that many companies have to learn fast. Helping to deliver on the United Nations Sustainable Development Goals (UN SDGs), upgrading technologies and building new business models is shaping the way we think about Horeca innovation today.

Panelist: Lucas Glanville, Director of Culinary Operations SEA Hyatt Hotels

Panelist: Roshith Rajan, Director Corporate Responsibility, Asia Pacific, Sodexo Services

Panelist: Marcus Hanna, General Manager, Fairmont Singapore & Swissôtel The Stamford

Panelist: Kim Stengert, Chief, Strategic Communication and External Relations at WWF

Moderated by: Stefanie Beitien, Director of Partnerships Eco-Business

2:30 pm – 3:20 pm

Panel: Hospitality Today: Technology vs Human Touch?

Will all companies become tech companies? The high-touch hospitality sector is experiencing significant disruption though automation and new technologies which has the potential to change anything from the guest experience to the business model. The list of entrants is long: Conversational AI, augmented and virtual reality, concierge bots, facial recognition technology in conjunction with electronic payments, security and privacy



	<p>issues, self-service automation, voice technology etc... the convergence continues to tech-up hospitality yet without losing the human touch. What are the implications and opportunities? A discussion by hotel professionals on technology.</p> <p><i>Panelist: Chew Han Wei, President of HITAS (Hospitality Information Technology Association of Singapore) & Director of iT, The Ritz-Carlton, Millenia Singapore</i></p> <p><i>Panelist: Ahmed Disokey, Area Director of Technology and Business innovation Fairmont Hotel</i></p>
<p>3:30 pm – 4:20 pm</p>	<p><i>Hotel Innovation Challenge Asia 2020 - Finalists Pitching</i></p> <p>The inaugural Hotel Innovation Challenge Asia 2020 is jointly organised by the Singapore Hotel Association (SHA) and FHA-HoReCa with the strong support from Singapore Tourism Board (STB). Learn about the latest innovations that tackle the problems of hotels in SEA and follow the finalists into their pitching sessions to the HIC committee.</p> <p><i>1. Service Delivery Related Problem Statements</i></p> <p><i>2. Sustainability Related Problem Statements</i></p> <p>The hotel industry plays a key role in the Singapore tourism sector today. Of total tourism receipts in 2018, 21% was spent on accommodation. Hotels, as an industry, also supports Singapore’s business hub positioning, and fuels growth in other related industries such as Retail, Food and Beverage (F&B), and Meetings, Incentives, Conventions and Exhibitions (MICE).</p>



14th July 2020 - Day 2

10:00 am – 10:20 am

Registration and Reception



10:30 am – 10:45 am

Opening Address

Speaker: Ivan Ferrari, Event Director, Informa Markets

10:45 am – 11:30 am

Presentation: Digital Innovation in the Hospitality Sector

The hospitality sector has faced tremendous disruption over the past 25 years. This disruption has been driven by the application of digital technology to the sector. Customer experience in 2020 is now almost universally online with multichannel integration and mobile apps becoming critical. This presentation will discuss how new technologies such as AI and robotics can further transform the hospitality industry and create opportunities for innovation.

Speaker: Andrew Milroy, Head of Advisory Services, Asia Pacific, Ovum

11:30 am – 12:00 pm

Presentation: Hospitality in the Digital Age

The Hospitality industry has been fundamentally reshaped by disruptive technologies such as social, mobile, cloud and big data. To compete more effectively, organizations have to change the way they operate in the Digital Age. One of the key fundamental and strategic asset in every company is Data. Data is today's capital and the core of a successful digital economy. Reimagine and discover how to develop exceptional customer experience for your company.

Speaker: Chung Heng Han, SVP Oracle Systems APAC/EMEA, Oracle

12:00 pm – 12:45 pm

Panel Discussion: The Now and the Next in Hospitality 4.0

- Automation and artificial intelligence: How will they shape the industry?
- Enhancing customer experiences through new and innovative technologies
- The future of work: The importance of people as data and algorithms make decisions
- Driving forces of the new generations and how it changes the hospitality industry



	<p><i>Panelist: Chung Heng Han, SVP Oracle Systems APAC/EMEA, Oracle</i></p> <p><i>Panelist: Clyric Ng Chen Chang, Director of Engineering, Grand Hyatt Singapore</i></p> <p><i>Moderated by: Andrew Milroy, Head of Advisory Services, Asia Pacific, Ovum</i></p>
12:45 pm – 1:40 pm	Networking Break
1:40 pm – 2:05 pm	<p><i>Presentation: Food and Hospitality in the Digital Era – Using Digital Technologies to Enhance Customer Experience</i></p> <p>Adoption of Digital transformation technologies are very visible in various industries like Manufacturing, Healthcare, banking, media, and entertainment. However, the industry which seems to have been disrupted the most, is the Food and Hospitality industry. The reasons for the same, of course, aren't difficult to explain, as the Food and Hospitality industry was amongst the earliest adopters of digital transformation.</p> <p><i>Speaker: Sunil David, Regional Director, IoT (India & ASEAN Region), AT&T</i></p>
2:05 pm – 2:25 pm	<p><i>Delivering Customer Success for Hospitality</i></p> <p><i>Description:</i></p> <p><i>Speaker: Samsung</i></p>
2:25 pm – 2:45 pm	<p><i>Digital Transformation for the New Economy with Grab</i></p> <p>Sharing and digital economies are driving the transformation of many business in SE Asia. Building an inclusive, upskilled savvy workforce will ultimately translate into an improved client pool and lead to new opportunities in South East Asia.</p> <p><i>Speaker: Dileep Kannan, Regional Director, Grab for Business</i></p>
2:45 pm – 3:30 pm	<p><i>Panel: Accelerating Digital Supply Chain Management</i></p> <p>With a focus on new technologies and innovative solutions, panelists will discuss how companies can leverage the supply chain for their hospitality businesses.</p>



	<ul style="list-style-type: none"> • Use of IOT, big data, ML, blockchain to transform complex supply chains into an integrated ecosystem • Building autonomous models to improve decision making process <p><i>Panelist: Sanjiv Bhagat, Executive Director Sales Management - ASEAN, AT&T</i></p> <p><i>Panelist: Lim May-Ann, Executive Director, Asia Cloud Computing Association</i></p> <p><i>Moderator: Alfred Siew, Editor, Techgoondu</i></p>
3:30 pm – 3:50 pm	<p><i>Presentation: Crafting a Digital Journey from Check-In to Check-Out</i></p> <ul style="list-style-type: none"> • Tech strategies and digital touchpoints • Improving synergy between hotels and restaurants <p><i>Speaker:</i></p>
3:50 pm – 4:30 pm	Networking Break ConneCTech Asia
4:45 pm – 6:00 pm	Networking Night (by Invitation only)

15th July 2020 - Day 3

10:00 am – 10:20 am	<i>Registration and Reception</i>
10:30 am – 11:20 am	<p><i>Presentation: Destination 2030: Towards a future ready Hospitality Sector catering to Tourism Trends in SEA</i></p> <p>How will performance of hospitality be measured in the next decade? Is it the roaring 20s again and where we are in the economic cycle? Fears of extended stagnation turning into wider recession is impacting the tourism and hotel industry. Travel and Tourism trends affecting ASEAN, now and in the future:</p> <ul style="list-style-type: none"> • What can be seen in hotel and destination performance trends, both in terms of hotel performance and destination arrivals? • What do we forecast for the next couple of years for key markets? • The shift in Chinese outbound travelers and its effect on ASEAN markets, what are key source markets of the future?



	<ul style="list-style-type: none"> • Where are we in the cycle of hotel development, what kind of hotels, brands are coming in the first half of the new decade, how does this compare to the last decade and prior to that? <p><i>Speaker: Jesper Palmqvist, Area Director Asia Pacific, STR</i></p>
<p>11:30 am – 12:20 pm</p>	<p><i>Presentation: Going Global - Strategic Growth through Franchising or Licensing</i></p> <p>Franchising as a business expansion model or strategy, both locally and internationally, has grown in popularity all over the world, over the last several decades. The structure that the franchise model offers can streamline the process for organizations to move into foreign markets more efficiently. Franchising can also be more cost-effective than other expansion models, such as corporate-owned chain outlets. Yet, despite many of its advantages, as in all business ventures, there are pitfalls that need to be avoided.</p> <p><i>Speaker: Mr Albert Kong from Franchising and Licensing Association (Singapore); Asiawide Franchise Consultants</i></p>
<p>12:30pm –1:20 pm</p>	<p><i>Panel: Innovation and Thought Leadership in Hospitality by École Hôtelière de Lausanne (EHL)</i></p> <p>Join EHL the world’s best Hospitality Management University and our panel of experts to discuss the ever changing and innovative landscape of F&B today. Learn more about the journey of our industry experts and what it really takes to succeed in F&B, as well as how they have developed new concepts and stayed creative and current in Asia in today’s digital and fast paced climate.</p> <p><i>Speaker: Ryan Clift, Chef and Co-Owner, Tippling Club Moderated by Esther Holly, Regional Manager APAC, École Hôtelière de Lausanne (EHL)</i></p>
<p>1:30 pm – 2:20 pm</p>	<p><i>Panel: Plastic, Packaging & Sustainability - From Burden to Opportunity in Business</i></p> <p>WWF’s PACT (Plastic ACTion) initiatives has signed up dozens of high-profile companies and brands which are working steadily to eliminate plastic pollution in their supply chain towards a more circular economy where no materials are wasted. Greenwashing is rampant in sustainability initiatives so accountable leaders of multi-million-dollar companies are making real change and progress.</p>



	<p>As consumers demand responsibility in dealing with plastic it offers a great opportunity to innovate their products and services and be a forward-thinking brand that is beloved for its values. We need to avoid incomplete or fragmented measures like replacing plastics with materials that can have a higher environmental footprint, or alternatives that might lead to worse environmental outcomes. This session will discuss business, opportunity, sustainability and 21st Century values.</p> <p><i>Panelist: Karoline Lem, PR & Marketing Manager, FoodPanda</i> <i>Panelist: Vardhan Kapoor, Business Strategy Manager, Deliveroo</i> <i>Panelist: Katherine Braha, Director, SaladStop!</i> <i>Panelist: Andrew Cameron, Head of Procurement, Accor</i></p>
<p>2:30 pm – 3:20 pm</p>	<p><i>Panel: Driving Sustainability through Technology and Innovation: Food Waste</i></p> <p>Food waste has a profound impact on profits, food insecurity, the economy, and the environment. The scale of the problem is staggering. Each year, 1.6 billion tons of food worth about \$1.2 trillion are lost or go to waste—one-third of the total amount of food produced globally. To put the figure in perspective, that is ten times the mass of the island of Manhattan. And the problem is only growing: Boston Consulting Group estimates that by 2030 annual food loss and waste will hit 2.1 billion tons worth \$1.5 trillion. Also staggering more than 70% of food waste occurs before it even gets to a customer’s plate, and around 40 percent of that waste comes from restaurants. This session addresses some of the concerns and solutions.</p> <p><i>Panelist: Rayner Loi, Co-Founder & CEO of Lumitics</i></p>
<p>3:30 pm – 4:20 pm</p>	<p><i>Hotel Innovation Challenge Asia 2020 - Finalists Pitching</i></p> <p>The inaugural Hotel Innovation Challenge Asia 2020 is jointly organised by the Singapore Hotel Association (SHA) and FHA-HoReCa with the strong support from Singapore Tourism Board (STB). Learn about the latest innovations that tackle the problems of hotels in SEA and follow the finalists into their pitching sessions to the HIC committee.</p> <ol style="list-style-type: none"> <i>1. Housekeeping Related Problem Statements</i> <i>2. Additional Problem Statements</i>



	<p>The hotel industry plays a key role in the Singapore tourism sector today. Of total tourism receipts in 2018, 21% was spent on accommodation. Hotels, as an industry, also supports Singapore’s business hub positioning, and fuels growth in other related industries such as Retail, Food and Beverage (F&B), and Meetings, Incentives, Conventions and Exhibitions (MICE).</p>
<p>4:45 pm – 6:00 pm</p>	<p><i>FCSI Asia - Collaboration in 2020 and beyond: FoodService Consultant Networking Night</i></p> <p>Hospitality Industry Professionals are invited to register your interest to join leading independent Hospitality Design and Management consultants from across the Australasia region at a social networking event.</p> <p>Foodservice Consultants Society International (FCSI) is a worldwide industry association that promotes professionalism in foodservice and hospitality consulting. Membership requirements are stringent and the association’s members are recognised as industry experts. FCSI members offer independent advice on a wide range of consulting services from concept development and feasibility studies to specialist foodservice design, as well as operational matters.</p> <p>Membership to FCSI is gained by way of qualifications and industry experience, operating under a strict Code of Conduct which is guided by three master principles: The client’s, the publics and the profession’s interest</p> <p><i>Please RSVP no later than February 21st to apd@fcsi.org</i></p>



16th July 2020 - Day 4

10:00 am – 10:20 am

Registration and Reception

10:30 am – 11:20 am

Showcase Partner Presentations on Product Trends - Hotel 4.0

Showcase Partner: Meeting Booths, Exto Asia
Showcase Partner: Robots Concierge, Ngee Ann Polytechnic
Showcase Partner: Augmented Reality, Plattar

11:30 am – 12:20 pm

Showcase Partner Presentations on Product Trends - Restaurant 4.0

Showcase Partner: Conversational AI, UIB
Showcase Partner: 3D Food Printing, Foodini
Showcase Partner:

12:30 pm – 1:20 pm

Showcase Partner Presentations on Product Trends - Kitchen 4.0

Showcase Partner: Self Cooking Systems, Rational
Showcase Partner: Sophie the Robot Cooking Laksa, Orange Clove
Showcase Partner:

1:30 pm – 2:20 pm

Presentation: Sustainability Trends and how they will impact Asean's F&B Sector in the 2020s

Sustainability Trends and how they will impact Asean's F&B sector in the 2020s - Drawing from GlobalData's surveys of consumer tastes and purchasing habits, this presentation looks at how the trend for sustainability is impacting consumption patterns, in areas such as ethical perceptions, attitudes to water footprint, dietary choice and how the f&b sector will change during the 2020s in Asean.

Speaker: Tim Hills, Key Accounts Director, GlobalData

2:30 pm – 3:20 pm

Showcase Partner Presentations: tbc

3:30 pm – 4:20 pm

