

CTO-8TH TOURISM HUMAN RESOURCES CONFERENCE
THEME: Making Excellence a Habit: Service, Loyalty and Profitability in Caribbean Tourism

*Organized by the Caribbean Tourism Organization (CTO),
in collaboration with the Ministry of Tourism, Economic Development, Investment & Energy*
11 – 13 May 2016, ANTIGUA & BARBUDA

CONFERENCE PROGRAMME AT A GLANCE

Tuesday, 10 May	Wednesday, 11 May	Thursday, 12 May	Friday, 13 May	Saturday, 14
All Day Delegates arrive 11:00 a.m. – 6:00 p.m. Conference registration	8:30 a.m. –9:30 a.m. <u>OPENING CEREMONY</u>	9:00 a.m. – 12:30 p.m. MASTER CLASS 1 <i>Seeking Excellence Through Continuous Improvement – A Formula for Business Success</i> Mr. John Burchell, Director, Hospitality Assured Limited, United Kingdom	8:30 a.m. – 12:00 p.m. MASTER CLASS 2 <i>Increasing Customer & Brand Loyalty</i> Mr. André Bello, Commercial Manager - Caribbean, Virgin Atlantic	POST-TOURS
		10:30 a.m. – 11:00 a.m. COFFEE BREAK	10:30 a.m. – 11:00 a.m. COFFEE BREAK	
	9:40 a.m. – 10:30 a.m. KEYNOTE ADDRESS <i>Making Excellence a Habit: Service, Loyalty & Profitability</i> Ms. Glenda Medford	12:30 p.m. – 1:30 p.m. PLENARY SESSION III <i>A Quality Approach – Enhancing Reputation & Profitability and Minimizing Risks</i> Mr. Michael Seepersaud, Team Leader, C'bean Overseas Small & Medium Enterprise Programme [COSME] Ms. Sherene Bird, Human Resource Executive, Antigua Commercial Bank	12:00 p.m. – 6:00 p.m. LUNCH & SIGHTSEEING TOUR	
		1:30 p.m. – 2:30 p.m. LUNCH		
	10:30 a.m. – 11:00 a.m. COFFEE BREAK	2:30 p.m. – 3:45 p.m. PANEL DISCUSSION <i>Using Metrics Effectively to Propel Business Performance</i> <u>Moderator</u> Ms. Shirlene Nibbs, Nibbs & Associates <u>Panelists:</u> Mr. John Burchell, Director, Hospitality Assured Limited, United Kingdom Mr. Colin James, CEO, Antigua & Barbuda Tourism Authority	Free Evening for delegates	
	11:00 a.m. – 12:30 p.m. PLENARY SESSION I – PRESENTATION & DISCUSSION <i>From Good to Great: Driving Leadership and Organizational Excellence</i> Moderator: Mr. Eurel Hodge, Human Resource Generalist/Consultant Mr. Ian Blanchard, Business and Executive Coach, CILC ActionCOACH Ms. Nicole Antonio-Gadsdon, Aquarius Human Resource Consulting Ltd.	3:45 p.m. – 4:00 p.m. COFFEE BREAK		
		4:00 p.m. – 4:30 p.m. SHARING SESSION 2: <i>Delegates' Sharing Session</i>		
	12:30 p.m. – 1:30 p.m. LUNCH	4:30 p.m. – 6:00 p.m. HEALTH & WELLNESS IN THE WORKPLACE <i>Health Igniting Performance</i> Group Session – <i>Fun & Exciting Health Activities for the Workplace</i>		
	1:30 p.m. – 2:15 p.m. SHARING SESSION I: <i>Delegates' Sharing Session</i>	Free Evening for delegates		
	2:15 p.m. – 2:30 p.m. COFFEE BREAK			
	2:30 p.m. – 4:30 p.m. PLENARY SESSION II: STUDENT FORUM Organized by the Antigua & Barbuda Hospitality Training Institute (ABHTI)			
6:30 p.m. – 8:00 p.m. Welcome Reception				

