



Institute
of **Hospitality**

**LONDON BRANCH
ANNUAL CONFERENCE – ‘ASPIRE TO INSPIRE’
WESTMINSTER CENTRAL HALL
THURSDAY 24th MARCH 2011
12.00 noon for 1.00 pm**

CONFERENCE HOST & KEY PRESENTER

ALAN CUTLER FIH

CHIEF EXECUTIVE, HOSPITALITY LEADERSHIP LTD



Institute
of **Hospitality**



‘Aspire to Inspire’



Hospitality Leadership

ACADEMY OF FOOD & WINE
Service Skills

people1st

CONFERENCE PROGRAMME

- 12.00 noon **Arrival, Registration & Refreshments**
- 1.00 pm **Welcome & delegates’ completion of Motivation Questionnaire**
- 1.15 pm **Presentation – ‘What is Leadership?’**
- 1.35 pm **Audience Discussion – Is there a greater need for leadership or management in hospitality?**
- 1.50 pm **Feedback & Consolidation of Findings**
- 2.10 pm **People 1st – Leadership findings from the State of the Nation Report**
- 2.40 pm **Refreshment break**
- 3.00 pm **Results of Motivation Questionnaire & comparison with Hertzberg’s Motivation & Hygiene Factors**
- 3.15 pm **Guest Speaker – ‘Recent reports suggest that the quality of leadership is in decline – True or False?’ Chris Sheppardson, Managing Director, Chess Partnership**
- 3.40 pm **Research Paper – ‘Linking leadership, motivation and service quality in Hospitality’, Steven Boyne, Bournemouth University**
- 4.00 pm **Presentation – ‘How to Grow Hospitality Leaders’**
- 4.20 pm **Guest Speaker – Anna-Marie Dowling FIH, General Manager, Royal Horseguards Hotel**
- 4.45 pm **Consolidation of conference findings**
- 5.00 pm **Networking - Wine & Canapes**

The London Branch Conference costs just **£25.00**. To book & register contact **Roberto Simeone, Branch Secretary** on r.simeone@talk21.com. Information:

The London Branch of the Institute of Hospitality are most grateful to **Michael Sharp FIH, General Manager** at **Westminster Central Hall** & his staff for their support to the Institute in hosting our Conference

<http://www.c-h-w.com/>