

2024 PROGRAMME



Hospitality Exchange

TUESDAY 15TH OCTOBER - CROWNE PLAZA BELFAST

NIHF MEMBER DISCOUNTS AVAILABLE

Morning

Automation vs Personalisation

Is AI an enemy or an asset? How to improve efficiency without losing the human touch, compered by Tim Browne.

AUTOMATION VS PERSONALISATION ⌚ 09.45 £ 45

Customer Journey

Oliver Cahill from Journey on personalisation in the post-search era - key tactics for capturing modern customers.

The Chef's Perspective

Mark Birchall talks about sustainable success, Michelin stars and the importance of the personal touch.

AI for your Business

Ciaran Connolly has the practical guide to help you navigate the AI world.

Leadership Today and Tomorrow

Simon Maguire highlights how leadership has evolved over the last 30 years. Emotional intelligence remains crucial despite technological advances.

Supported by Calor, Invest NI, Tourism Ireland and Tourism Northern Ireland.

Afternoon

Winning Ways Lunch

Tanya Oxtoby, the NI Women's Football Manager on what makes a winning team. Hosted by Pamela Ballantine, featuring the Rising Star Awards supported by Ulster Bank.

WINNING WAYS LUNCH ⌚ 13.00 £ 60

A celebration of stellar talent, acknowledging their contribution to the future of the sector.

Supported by Ulster Bank, Bunzl Rafferty Guest Amenities, Classic Drinks, Coca-Cola HBC NI and Sysco.

AGM

Annual General Meeting for NIHF Members takes place at 15.30.

AGM ⌚ 15.30 £ FREE TO MEMBERS

Delegate Lounge

Networking before and after the seminars.

Official coffee supplier Henderson Foodservice. Official tea supplier SD Bell. Also supported by Coca-Cola HBC NI.



WEDNESDAY 16TH OCTOBER - CROWNE PLAZA BELFAST

NIHF MEMBER DISCOUNTS AVAILABLE

Morning

Business Breakfast

A hearty start to the day with a big breakfast and business update hosted by veteran journalist, Mark Simpson.

BUSINESS BREAKFAST ⌚ 08.00 £ 39

Hotel Performance & Forecast

STR data, detail and a dive into the future with Sarah Duignan.

Hotels for Sale

Savills' hotel specialist, Tom Barrett, looks at a buoyant marketplace.

Managing Change

Adrian Patton, Sumer NI, on selling, skills and succession.

Supported by AIB Bank, Percipient, Savills, Sumer NI, STR and Visit Belfast.

Talking Tourism

A reflection on the past and a look to the future: trends, events and sustainable growth.

TALKING TOURISM ⌚ 10.30 £ 30

Tourism 2024

Economist Ana Desmond delves into the economic power of tourism.

25 Years of Tourism

Industry discussion on an incredible journey.

The Rugby World Cup

Yannick Cabrol from EY looks at how big events drive tourism.

Sustainable Growth

Alice Mansergh from Tourism Ireland and John McGrillen from Tourism Northern Ireland discuss managing tourism growth.

Supported by Tourism Ireland and Tourism Northern Ireland.

Afternoon

Speaker Lunch

Richie Murphy, Head Coach at Ulster Rugby on nurturing talent and Grand Slam success.

Supported by McKees Solicitors, Bibendum Wines, Coca-Cola HBC NI and Henderson Foodservice.

SPEAKER LUNCH ⌚ 13.00 £ 60

Evening

The Gala Ball

Celebrating 25 years with a silver-themed evening. An opportunity to wine, dine and dance the night away.

Supported by Linencare, Bunzl Rafferty Guest Amenities, Coca-Cola HBC NI, Diageo, Pattison & Co, Percipient, SBD Events and Spiritly.

GALA BALL ⌚ 19.30 £ 129

Additional Support

Bank of Ireland, Bunzl McLaughlin, Drinksology Kirker Greer, Winterhalter, Antrim & Newtownabbey Borough Council, Belfast City Council, Derry City & Strabane District Council, Newry, Mourne & Down District Council. Media Partner: Licensed and Catering News

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