



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	
<p>All Day Delegates arrive</p> <p>11:00 a.m. – 6:00 p.m. Conference registration</p>	<p>8:30 a.m. – 9:30 a.m. OPENING CEREMONY</p>	<p>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</p>	<p>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</p>	<p align="center">POST-TOURS</p>	
	<p>9:40 a.m. – 10:30 a.m. KEYNOTE ADDRESS <i>Making Excellence a Habit: Service, Loyalty & Profitability</i> Ms. Glenda Medford</p>	<p>10:30 a.m. – 11:00 a.m. COFFEE BREAK</p>	<p>10:30 a.m. – 11:00 a.m. COFFEE BREAK</p>		<p>12:00 p.m. – 6:00 p.m. LUNCH & SIGHTSEEING TOUR</p>
	<p>10:30 a.m. – 11:00 a.m. COFFEE BREAK</p>	<p>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</p>	<p>1:30 p.m. – 2:30 p.m. LUNCH</p>		<p>2:30 p.m. – 3:45 p.m. PANEL DISCUSSION <i>Using Metrics Effectively to Propel Business Performance</i> Moderator Ms. Shirlene Nibbs, Nibbs & Associates Panelists: Mr. John Burchell, Director, Hospitality Assured Limited, United Kingdom Mr. Colin James, CEO, Antigua & Barbuda Tourism Authority</p>
<p>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.</p>	<p>12:30 p.m. – 1:30 p.m. LUNCH</p>	<p>3:45 p.m. – 4:00 p.m. COFFEE BREAK</p>	<p>Free Evening for delegates</p>		
<p>1:30 p.m. – 2:15 p.m. SHARING SESSION I: Delegates' Sharing Session</p>	<p>2:15 p.m. – 2:30 p.m. COFFEE BREAK</p>	<p>4:00 p.m. – 4:30 p.m. SHARING SESSION 2: Delegates' Sharing Session</p>	<p>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></p>		
<p>2:30 p.m. – 4:30 p.m. PLENARY SESSION II: STUDENT FORUM Organized by the Antigua & Barbuda Hospitality Training Institute (ABHTI)</p>	<p>6:30 p.m. – 8:00 p.m. Welcome Reception</p>	<p>Free Evening for delegates</p>			

