

# HOSPITALITY PERSPECTIVES CONFERENCE

2024



## Embracing the Future

### HOSPITALITY INDUSTRY CONFERENCE

As we look beyond 2023, we will probe what lies ahead for the hospitality industry stakeholders, through incisive moderated panel discussions.

**19th Oct 2023 | 9am - 4pm**

The Dublin Royal Convention Centre

PROUDLY PRESENTED BY



#HOSPER24

# HOSPITALITY PERSPECTIVES 2024

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Cliste Hospitality is delighted to host the 2nd annual Hospitality Perspectives conference. The conference agenda is framed in the perspectives of where the Irish Hospitality sector currently sits both at the Macro and Micro level and how that might evolve.

The theme for this year's conference is "Embracing the future". The conference will look at the future economic outlook, the future state of the hotel real estate market and how does the banking sector assess this deemed future in the hotel sector.

Traditionally the hospitality industry has been seen as a laggard in embracing new technology. This year's conference will have a key note

on Artificial Intelligence, and more generally will examine where technology in hospitality is trending and also insights on the IOT from Google.

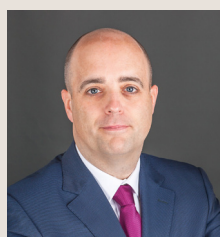
The conference will also give insights into the future of food & beverage and how Ireland's National energy policy impacts on Hospitality.

While tourism has recovered well in Ireland, there are still plenty of headwinds. The key for senior leaders is to make strategic decisions that will lead them to a renewed future state, however uncertain the outlook may seem. The Hospitality Perspectives Conference aims to help those strategic decisions.

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## WHO SHOULD ATTEND

This conference will enable you to gain valuable information on investment in the Irish hotel industry and will be of particular benefit to Independent Hotel Owners, Group CEOs and Executives, General Managers, Financial Officers, Institutional/Private Investors, Industry Advisors, Bankers, Lawyers, Real Estate Agents and Government/State Agency Officials.



**PAUL FITZGERALD**  
Chief Executive Officer,  
Cliste Hospitality



**SEAN O'DRISCOLL**  
Director of Hotels,  
Cliste Hospitality

## ABOUT CLISTE HOSPITALITY

Cliste Hospitality is a hospitality management company and one of the largest operators of hotels in Ireland. Cliste Hospitality operates 13 hotels with over 1,400 rooms and employ 1,600 people. The Cliste Hospitality team have a wealth of experience in hotel operations, sales & marketing, revenue management, human resources and delivering financial results. Cliste Hospitality sources hotel opportunities on behalf of clients, acquires hotels and manages the operational risk. Cliste Hospitality also provides consultancy services and project management services to hoteliers and hotel investors.

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## CONFERENCE PROGRAMME

CONFERENCE MC: ANTON SAVAGE

8:30 AM	<b>REGISTRATION &amp; CONTINENTAL BREAKFAST</b>	11:50 AM	<b>HOSPITALITY TECHNOLOGY PANEL</b> <i>Paul Armstrong, Artificial Intelligence Speaker</i>
9:00 AM	<b>WELCOME ADDRESS</b>		<i>Lennert de Jong, President of Hospitality, Planet Payments</i>
9:05 AM	<b>ECONOMIC OUTLOOK</b> <i>For Ireland, Europe, Tourism &amp; Hospitality</i> <i>Jim Power, Economist</i>		<i>Adrienne Hanna, Founder &amp; CEO, Right Revenue</i>
9:40 AM	<b>THE HOTEL REAL ESTATE MARKET OUTLOOK</b> <i>Tom Barrett, Head of Hotels &amp; Leisure, Savills Ireland</i> <i>Paul Collins, Head of Hotels, CBRE Ireland</i> <i>Dan O'Connor, Executive Vice President, JLL Ireland</i> <i>Niamh Walsh, Director of TDL Horizons</i>		<i>Travis Cabrera, Regional Director EMEA, Revinate</i> <i>Emer Hallahan, Head of Marketing, Cliste Hospitality</i>
10:10 AM	<b>THE BANKING MARKET</b> <i>Gerardo Larios Rizo, Head of Hotel Sector for Corporate and Commercial Banking, Bank of Ireland</i> <i>Jonathan Clarke, Head of Hospitality &amp; Tourism Business Banking, AIB</i> <i>Mairea Doyle Balfe, Executive Director of Corporate Development, Cliste Hospitality</i>	12:30 PM	<b>THE FUTURE OF FOOD &amp; BEVERAGE, PROCUREMENT &amp; SUSTAINABILITY</b> <i>Siobhan Hamilton, Head of Procurement, Cliste Hospitality</i>
10:35 AM	<b>ENERGY IN IRELAND</b> <i>Transition and The Energy Crisis</i> <i>John Mullins, Executive Chair Amarengo</i>	12:40 PM	<b>CLISTE DIRECTORS INTERVIEW</b> <i>Paul Fitzgerald, CEO, Cliste Hospitality</i> <i>Sean O'Driscoll, Director of Hotels, Cliste Hospitality</i>
11:00 AM	<b>COFFEE BREAK &amp; NETWORKING</b>	1:05 PM	<b>NETWORKING LUNCH</b>
11:25 AM	<b>ARTIFICIAL INTELLIGENCE</b> <i>Paul Armstrong, Technology Strategist &amp; Futurist</i>	2:10 PM	<b>GOOGLE - LOOKING TO THE FUTURE</b> <i>Enda Carolan, Google</i>
		2:30 PM	<b>HOSPITALITY EXPERTS PANEL</b> <i>John Brennan, Chairman, Klarent Hospitality and former CEO of Amaris Hospitality &amp; Jury's Inn</i> <i>Geraldine Rosney, former proprietor of the award-winning Killeen House Hotel, Killarney</i> <i>Mary Fitzgerald, founder and director of Fitzgerald's Woodlands House Hotel, Adare</i> <i>Pat McCann, former CEO of Dalata</i>
		3:30 PM	<b>CONFERENCE CONCLUDES &amp; NETWORKING DRINKS</b>

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## CONFERENCE SPEAKER PROFILES

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### ANTON SAVAGE, CONFERENCE MC

Anton is a broadcaster, journalist, author and Managing Director of a leading communications consultancy in Ireland. He has presented The Anton Savage Show, Savage Sunday, The Sunday Business Show, and was stand-in presenter on The Last Word, The Tubridy Show and The Ray D'Arcy Show. He has written for the Irish Independent, The Mail, The Sunday Business Post, was a columnist with The Sunday Independent and now writes a weekly column for The Herald. Anton also manages The Communications Clinic, a training and consultancy firm which list among its clients some of the country's top sports stars, corporate entities, CEO's and politicians.



### JIM POWER, ECONOMIST

Well-known Irish economist Jim Power is a popular speaker and an advisor to both corporates and SMEs, as well as co-hosting the popular economic podcast, 'The Other Hand'. Jim helps people to see economics as a 'social science'—driven more by human behaviour than data—so that they can use economic trends to make better decisions and enjoy greater success.



### NIAMH WALSH, FOUNDER & DIRECTOR OF TDL HORIZONS

Niamh Walsh is the founder and director of TDL Horizons, tourism and hotel property specialist. TDL Horizons focus on sales, valuations and the operational performance of hotel and tourism resort properties nationwide. Niamh, a qualified Chartered Surveyor and Registered Valuer, set up TDL Horizons in 2021. Prior to setting up TDL Horizons, Niamh was an Associate Director within Cushman & Wakefield, one of the larger real estate service firms in the world, specialising in the hotels department. Niamh has considerable expertise in the tourism sector nationwide with the additional benefit of being from a family run hotel in Co. Donegal.



### TOM BARRETT, HEAD OF HOTELS & LEISURE, SAVILLS IRELAND

As Savills Head of Hotels & Leisure, Tom helps clients transact hotels and sites, conducts hotel strategic reviews & valuations and advises on brands, operators & asset management. Tom brokered over 70 hotel transactions in recent years, including resorts; Ashford Castle, Carton House, Druids Glen, Harvey's Point and The K Club. City hotel transactions included the Ballsbridge Hotel, Marker, Morrison and The Doubletree Burlington Road, along with many branded hotels such as Clayton, Hilton, Premier Inn, Radisson and Staycity properties. Prior to Savills, Tom worked with Diageo, Vodafone, Forte Hotels and Choice Hotels across Europe, Asia, the USA and latterly Ireland.



### PAUL COLLINS, HEAD OF HOTELS, CBRE IRELAND

Paul Collins is Head of Hotels Ireland and is also part of the UK's Hotel Investment Properties team. Paul splits his time between the London and Dublin offices of CBRE Hotels. Since joining CBRE Hotels in 2001, Paul has advised on many high-profile hotel transactions throughout the UK and Ireland ranging from single assets to portfolio mandates. Paul works closely with his CBRE Hotels colleagues internationally and has been involved in a number of joint projects throughout Europe, the US and the Caribbean. Paul has been involved in the hotel industry for more than 35 years.



### **DAN O'CONNOR, EXECUTIVE VICE PRESIDENT, JLL IRELAND**

Dan is Executive Vice President at JLL Hotels and Hospitality Group and leads JLL's hotel transactions business in Ireland. Dan is also the youngest member of JLL Ireland's executive board, as well as being a full member of the SCSl and RICS. Dan joined JLL in 2007 and has worked in several roles spanning Ireland and the UK, cementing JLL's position as a market leader in the hotel brokerage. Notable brokerage successes include disposals of The Hendrick Big Tree, Portmarnock Resort (twice!), Sheen Falls Lodge, Hilton Dublin Airport and Staycity Little Mary Street, the latter comprising the most valuable hotel transaction in Ireland in 2022.



### **GERARDO LARIOS RIZO, HEAD OF HOTEL SECTOR FOR CORPORATE AND COMMERCIAL BANKING, BANK OF IRELAND**

Gerardo is the Head of Hotel Sector for Corporate and Commercial Banking for Bank of Ireland which he joined in November 2012 after a 15 year career in the hospitality sector which included roles with Dalata and Radisson in Ireland as well as hotels and restaurants in Mexico and Switzerland. In his current role, he is responsible for the overall lending proposition to the hospitality sector for Bank of Ireland including lending to hotels, bars and restaurants.



### **JONATHAN CLARKE, HEAD OF HOSPITALITY & TOURISM BUSINESS BANKING, AIB**

Jonathan is Head of Hospitality & Tourism for AIB Business Banking with responsibility for guiding AIB's strategic approach to the sector in the SME market. Prior to joining AIB, Jonathan spent over 12 years working across the Private Equity, Audit and Investment Banking sectors in Ireland. Jonathan holds a BSc in Economics from Loughborough University and is a qualified Chartered Accountant and Chartered Tax Consultant.



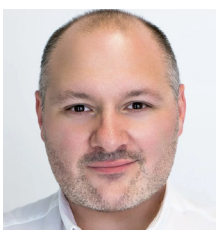
### **MAIREA DOYLE BALFE, EXECUTIVE DIRECTOR OF CORPORATE DEVELOPMENT, CLISTE HOSPITALITY**

Mairea has recently joined Cliste Hospitality as Executive Director of Corporate Development bringing over 25 years of experience in the hospitality sector. Mairea first worked in industry with Hilton and Aramark and then moved into consulting with PKF in the US where she worked on hotel and conference centre projects across the East Coast. Most recently Mairea has worked with Crowe Ireland, where she was the leading advisor to the sector, which included asset management, capital investment budgeting and financial analysis. Mairea was a key consultant to Fáilte Ireland helping to develop strategic supports to the industry during COVID-19. Mairea has a B.Sc. from DIT Cathal Brugha Street and an MBA from TUD.



### **JOHN MULLINS, EXECUTIVE CHAIR AMARENCO**

John Mullins is Executive Chairman of Amarenco, a fast-growing company which is focused on the development, financing and ownership of solar PV and storage assets in Europe, Caribbean, Middle East and AsiaPac. Previous to this role, John was Chief Executive of Bord Gáis from December 2007 until the end of 2012. During this time, BGE established a significant electricity business and developed significant renewable and conventional generation assets. He has held senior management positions with ESB, ESB International, PricewaterhouseCoopers (UK) and NTR plc. He served as Chairman of the Port of Cork Company from 2013 to 2021. He is a Director of Wisetek Solutions Limited.



### **PAUL ARMSTRONG, TECHNOLOGY STRATEGIST & FUTURIST**

Paul Armstrong is a prominent expert in artificial intelligence, as well as strategist, author, and speaker focused on tech, disruption, retail innovation and trends. He leads advisory firm HERE/FORTH, assisting clients like P&G, PwC, Coca-Cola, O2, jkrGlobal, and Omnicom in applying emerging technologies strategically. A board member of various tech and brand organizations, Paul contributes to reputable sources like FT, BBC, and more. His bestselling book 'Disruptive Technologies' addresses AI and blockchain impacts. He founded TBD Conference, a top global tech event, and hosts 'Mouthwash' for unscripted talks on Twitter spaces. Paul's 'WDADTW' offers weekly Amazon updates, with a third of subscribers from Amazon.





## LENNERT DE JONG, PRESIDENT OF HOSPITALITY, PLANET PAYMENTS

Lennert De Jong has been in hospitality for more than two decades, starting his career at the start up SynXis in 2000, growing it to a successful CRS player with thousands of hotels in Europe. After that Lennert was part of the founding team at citizenM hotels, and was their CEO from day one for 16 years. Solving customer friction, through smart use of technology, always with the end in mind, is Lennert's mantra and got him to join Planet in 2022. In Planet Lennert leads the hospitality division with the mission to create better customer and hotel staff experiences, by combining software and payments in the smartest way.



## ADRIENNE HANNA, CEO, RIGHT REVENUE

Adrienne is the Founder & CEO of Right Revenue and an all-round revenue nerd! With a lifetime career in travel and hospitality, Adrienne has spent the last 25+ years in the amazing world of revenue management. With a background in Revenue Management consultancy, Adrienne saw a problem in an industry she was passionate about and hence Right Revenue was born. Designing and developing a revenue software solution that takes the myth out of Revenue Management, Adrienne's goal is to partner with independent hotels providing a software solution that gives great rate recommendations, accurate forecasting and bespoke reporting.



## TRAVIS CABERA, REGIONAL DIRECTOR, REVINATE CRM

Travis is the Regional Director for Europe at Revinate, focusing on the UK, Benelux and Scandic markets. he has 15 years of international experience in hospitality, including executive roles in the luxury resort segment and the hotel tech both in the US and Europe. Thanks to his first-hand experience of the many challenges faced by the hospitality industry today, Travis can provide guidance and insightful advocacy on how Revinate's leading solutions can help hoteliers scale their direct revenue channels and build revenue-generating programs through innovation.



## EMER HALLAHAN, HEAD OF MARKETING, CLISTE HOSPITALITY

Emer joined Cliste Hospitality in June 2019 from the global e-commerce group, Yoox Net-A-Porter, where, as Group Digital Manager she led web, digital, and social media strategies for their €12billion business, and managed teams across London and Milan. Prior to that, Emer spent over 6 years as Communications Manager at Kering, whose portfolio of global brands includes Gucci, YSL, Stella McCartney, and PUMA. As Group Head of Marketing & E-commerce, Emer leads our Cliste Marketing Studio team of 14 colleagues and is responsible for the marketing strategies and online direct revenues of all businesses within Cliste Hospitality.



## SIOBHAN HAMILTON, HEAD OF PROCUREMENT, CLISTE HOSPITALITY

Siobhan joined Cliste Hospitality in 2022 to lead and implement the group's procurement strategy. She is a seasoned commercial operator with over 20 years' experience within the FMCG Industry. Starting her career in The Barry Group, she spent 10 years within the Trading Department managing a diverse portfolio of business asks whilst building the export and Irish wholesale business. Siobhan then went onto specialise in alternative sourcing strategies within the Buying Department, implemented trade & activation, and subsequently went on to lead a team of nationwide account managers as Head of Sales for the Independent & Wholesale Channels.



## PAUL FITZGERALD, CEO, CLISTE HOSPITALITY

Paul Fitzgerald is Chief Executive of Cliste Hospitality. Cliste Hospitality manages 13 hotels with 1,400 hotel rooms throughout Ireland, including 4 Radisson Blu Hotels. The group employs 1,600 people. Prior to joining Cliste Hospitality, Paul has held a variety of Senior roles across Finance, IT, Operations and Trading Functions in various industries most recently the FMCG Sector. Paul holds a Bachelor of Commerce Degree from University College Cork and qualified as a chartered accountant with PWC.



### SEAN O'DRISCOLL, DIRECTOR OF HOTELS, CLISTE HOSPITALITY

Sean is Director of Hotels at Cliste Hospitality which operates 13 hotels under management with over 1,400 rooms and employs over 1,600 people. Sean is also CEO of iNua Hospitality PLC which owns 8 hotels in Ireland including Radisson hotels in Cork, Limerick, Sligo & Athlone, Muckross Park resort in Killarney, The Kilkenny Hibernian Hotel, The Hillgrove Hotel in Monaghan, and The Tullamore Court Hotel. Sean took up his first hotel general manager position aged 25 and has over 20 years' experience in the hotel industry. He is a former Vice President of the Irish Hotels Federation, former National President of SKAL, and a fellow of the Irish Hospitality Institute.



### ENDA CAROLAN, GOOGLE

Enda has been at Google since 2011. He is the UK Market Lead for Google's Lead Gen business. In his talk, Enda will discuss the latest advancements in SEO, PPC, and digital marketing, with a focus on artificial intelligence (AI). He will discuss how AI is being used to improve search results, target ads more effectively, and automate marketing tasks. Prior to joining Google Enda worked as Marketing Consultant for Nielsen, Economist for Forfás and as a Lecturer in TU Dublin. Enda is a regular speaker at Industry events and has published articles in the Irish Academy of Management and British Academy of Management.



### JOHN BRENNAN, CHAIRMAN, KLARENT HOSPITALITY AND FORMER CEO OF AMARIS HOSPITALITY & JURY'S INN

John Brennan has a distinguished career in the hospitality sector. As the former CEO of Amaris Hospitality, he oversaw its expansion to 89 hotels, with 14,000+ rooms and 8,000 employees, resulting in a €1.7 billion sale. Earlier, he successfully repositioned and grew Jurys Inn Group, achieving a 10% EBITDA CAGR. John's experience includes roles at Avestus Capital Partners and a 23-year tenure at Four Seasons Hotels and Resorts, managing various properties across seven countries. His extensive industry knowledge and achievements solidify his reputation in the hospitality field.



### GERALDINE ROSNEY, FORMER PROPRIETOR OF THE AWARD-WINNING KILLEEN HOUSE HOTEL, KILLARNEY

Geraldine is a renowned leader in the hospitality industry. As the driving force behind the Killeen House Hotel & Rozzers Restaurants, she transformed a small rural property into a multi-award-winning destination. Geraldine's unwavering commitment to exceptional standards and personalized service has earned her hotel international acclaim, especially within the affluent International Golf Market. Geraldine actively contributes to the tourism and hospitality community. She served as the former Irish National President of SKAL, and played a pivotal role in the development of Muckross House & Gardens.



### MARY FITZGERALD, FOUNDER AND DIRECTOR OF FITZGERALD'S WOODLANDS HOUSE HOTEL, ADARE

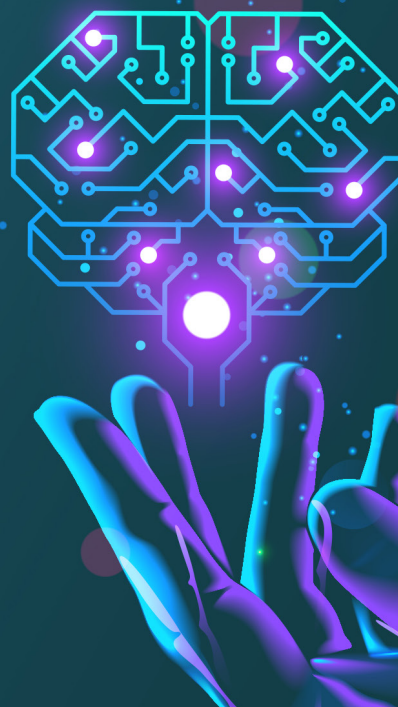
Mary Fitzgerald, a hospitality luminary, leads the remarkable journey of Fitzgerald's Woodlands House Hotel and Spa in scenic Adare, Co. Limerick. From its humble origins as a 4-bedroom farmhouse in 1977, Mary has masterminded four decades of exceptional family hospitality. As the trailblazing first female president of the Irish Hotels Federation in 2000 and Chairperson of Original Irish Hotels for 16 years, Mary has left an indelible mark on the industry. Her impactful presence extends to various national and local boards. Mary's unwavering commitment to nurturing people and fostering innovation is encapsulated in her "Never Say No" ethos, driving the hotel's sustainable evolution.



### PAT MCCANN, FORMER CEO DALATA

Pat has over fifty years' experience in the Hotel business. He founded Dalata Hotel Group in 2007. Dalata Hotel Group plc is now the largest Hotel Group ever to exist in Ireland, with the two largest Hotel brands ever to exist in Ireland. Dalata currently has 52 Hotels in operation with 11,233 bedrooms and 5 Hotels under construction with 1,141 bedrooms. Pat served as President of Ibec from September 2019 to September 2020 and currently sits on the board of Ibec. He has served as Non-Executive Director on the Board of Greencore Group plc from 2003 to 2013 and the Board of EBS from 2007 to 2011. Pat was Chairman of Whitfield Hospital in Waterford from 2011 to 2018.

# HOSPITALITY PERSPECTIVES CONFERENCE 2024



## REGISTERING FOR THE CONFERENCE

**RSVP to Tracy O'Driscoll at [t.odriscoll@clistehospitality.ie](mailto:t.odriscoll@clistehospitality.ie) by 6th October 2023.**

If you have any special dietary requirements for lunch, please advise Tracy.  
For any further information on the conference, email Tracy or call on 021 4355658.

### CONFERENCE LOCATION

The Dublin Royal Convention Centre, Radisson Blu Royal Hotel,  
1 Le Pole Square, Ship Street Great, Dublin 8, D08 E6PD

### PARKING

The following car parks are close to the conference venue:

#### DRURY STREET CAR PARK

36/37 Drury St, Dublin,  
D02 YK20

#### Q-PARK CHRISTCHURCH

2 Werburgh St, Dublin,  
D08 X98

### IF YOU REQUIRE ACCOMMODATION

**Radisson Blu Royal Hotel:** Conference rate - €220 B&B Single

*Please contact:* [reservations.royal.dublin@radissonblu.com](mailto:reservations.royal.dublin@radissonblu.com)

**Ariel House:** Conference rate - €160 B&B Single

*Please contact:* [reservations@arielhouse.ie](mailto:reservations@arielhouse.ie)

**Dublin One:** Conference rate - €125 B&B Single

*Please contact:* [reservations@dublinonehotel.com](mailto:reservations@dublinonehotel.com)