



# LUXURY<sup>®</sup>

HOSPITALITY CONFERENCE

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# AGENDA

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**23<sup>rd</sup> October 2026**  
Meliá Milan



organized by



# GINORI 1735

ITALIA



ginori1735.com

FLORENZA  
THE UNFRAMED GARDEN

# LUXURY<sup>®</sup>

HOSPITALITY CONFERENCE

## The Italian Conference where Luxury meets Hospitality

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[www.luxuryhospitalityconference.it](http://www.luxuryhospitalityconference.it)



Simultaneous Translation Service (ITA – ENG / ENG – ITA)

09:00 am – 09:20 am | Participant Registration and welcome coffee

09:20 am | **Welcome to Luxury Hospitality Conference 2026**

09:30 am | **Mauro Santinato**, CEO – Teamwork



09:30 am | **The new luxury mandate: growth, value and credibility in a changing market**

10:20 am | **Stefania Lazzaroni**, CEO – Altagamma



**Vincenzo Puija**, Global Sales and Retail Executive Vice President – Bulgari | LVMH Group

**Vittoria Ferragamo**, Sustainability and Special Projects Manager – Il Borro

**Mehdi Benabadji**, CEO – Ginori 1735

Moderator: **Cristina Mottironi**, Head Tourism Major | MSc ACME – Bocconi University

10:20 am – 10:50 am | **Redefining hospitality excellence through global reach, local soul, and bespoke experiences**



**Shannon Knapp**, President and CEO – The Leading Hotels of the World

**Laurent Gardinier**, President – Relais & Châteaux

Moderator: **Andrea Grisdale**, CEO & Sole Founder – IC Bellagio

10:50 am – 11:30 am | **How chains deal with growing expectations in luxury: capital and market requirements discussed with global players**



**Dan Wakeling**, VP Development – Luxury, Residential & Partnerships EMEA– Hilton

**Gianleo Bosticco**, Vice President Development, Southern Europe – Marriott International

**Paul Rosenberg**, Regional Vice President Development, Luxury – France, Southern Europe & North Africa – Accor

Moderator: **Giorgio Ribaudo**, Managing Director – THRENDIS

11:30 am – 12:00 am | Coffee/tea & networking

12:00 am – 01:00 pm | **Excellence wins**



**Horst Schulze**, Founding member – The Ritz-Carlton Hotel Company, Founder – Capella Hotel Group

Moderator: **Andrea Grisdale**, CEO & Sole Founder – IC Bellagio

01:00 pm – 02:20 pm | Lunch & Networking



Simultaneous Translation Service (ITA – ENG / ENG – ITA)

02:20 pm  
–  
03:20 pm



**The soul of hospitality: balancing heritage, ultra-luxury, and regenerative guest experiences**

**Jean-Claude Messant**, COO – Royal Mansour Collection  
**Anton Moore**, General Manager – The Lake Como EDITION  
**François Delahaye**, COO – Dorchester Collection  
**Étienne Petitpez**, General Manager – Airelles Palladio, Venice  
**Stephen Alden**, Independent Advisor, Former CEO – Raffles & Orient Express

Moderator: **Filip Boyen**, Luxury Hospitality Advisor, Ambassador – Forbes Travel Guide, Head of Hospitality – Orient Express Italy, Co-founder of Hotelworld AI

03:20 pm  
–  
03:50 pm



**Building the future with key insights from leading investors in Italian luxury hospitality**

**Marco Casarola**, President – LDC HOTELS & RESIDENCES  
**Alcide Leali**, Chairman & Brand Ambassador, Lefay Resorts & Residences  
**Aldo Melpignano**, CEO – Egnazia Ospitalità Italiana, Vice President – Altagamma

Moderator: **Massimiliano Sarti**, Editor-in-chief – The Bulletin THRENDS

03:50 pm  
–  
04:40 pm



**Shaping the next generation of managers. International perspectives on Luxury Education**

**Markus Venzin**, CEO – EHL Group  
**Philippe Vignon**, Managing Director – Glion Hospitality & Luxury Business Education  
**Stefania Valenti**, Managing Director – Istituto Marangoni  
**Alessandro Fadda**, Coordinator of Master in Food & Beverage Management – ALMA

Moderator: **Dany Stauffacher**, CEO & Founder – Saporì Ticino | Saveurs Agency

04:40 pm  
–  
05:30 pm



**In conversation with the international big players: a comparison of visionary leadership and guest experiences**

**Rosanna Conti**, Cluster General Manager – Dhom Collection Cortina D'Ampezzo  
**Marcos Romero Milans del Bosch**, General Manager – Park Hyatt Milano  
**Bartolomeo Fusco**, General Manager – Orient Express Venice  
**Samuel Porreca**, Area General Manager – Mandarin Oriental Hotel Group

Moderator: **Ezio Indiani**, General Manager – Hotel Principe di Savoia Milan

05:30 pm  
–  
05:35 pm



**Closing Remarks.**

**Mauro Santinato**, President – Teamwork

Aperitif & Networking



Simultaneous Translation Service (ITA-ENG / ENG-ITA)

09:00 am – 09:20 am | Participant Registration and welcome coffee

09:20 am – **Welcome to Luxury Hospitality Conference 2026**

09:30 am – **Laura F. Verdi**, Architect and Director – we:ll magazine



09:30 am – **Luxury & Design. How to create the authentic luxury. Case histories to study**

10:05 am – **Rodrigo Izquierdo**, Founder – Rodrigo Izquierdo Design Studio



**Giada Gemignani**, Founder & Creative Director – STUDIO AELAN

**James Cavagnari**, Founder & Creative Director – Prima Design

Moderator: **Laura F. Verdi**, Architect and Director – we:ll magazine

10:05 am – **Luxury in my opinion. The point of view of architects, a manager of luxury hospitality and a manufacturing company**

10:40 am



**Daniela Baldo**, Founding Partner, COO – Studio Marco Piva

**Francesco Lupoi**, Architect, designer and founder – Lupoi Design Studio

**Gianluca Valsesia**, Sales Director – Gessi

**Guido Rossi Monti**, Hospitality Consultant & General Manager – Borgo Vescine

Moderator: **Laura F. Verdi**, Architect and Director – we:ll magazine

10:40 am – **Luxury Leisure Trends & Insights From Virtuoso**

11:00 am



**Bea Sajon**, General Manager, Continental Europe – Virtuoso

11:00 am – **The Future Guest Journey in the Age of AI**

11:30 am



**Holly Phillips**, Co-Founder & Creative Strategist – For Digital Sakes

**Thibault Selderslagh**, Co-Founder & Creative Strategist – For Digital Sakes

11:30 am – 12:00 pm | Coffee Break & Networking

12:00 pm – **How luxury sales and marketing strategies are shifting in the evolving hospitality market**

12:40 pm



**Eglé Antanaitytė**, Commercial Director – Orient Express

**Julia Mastrogianaki**, Director, Global Luxury & Lifestyle Sales, EMEA – IHG Hotels & Resorts

**Claudia Polloni**, Director of Sales & Marketing – Bulgari Hotels & Resorts

Moderator: **Roberto Gentile**, Editor & Newsletter Director – Network News

12:40 am – **REVERSOLOGY. How to Create Lifetime Fans Using Reverse Psychology**

01:00 pm



**André Wiringa**, Founder and CEO – Start Reverse



Simultaneous Translation Service (ITA-ENG / ENG-ITA)

01:00 pm – 02:20 pm | Lunch & Networking

**02:20 pm** | **Avoiding the AI Ick – Why Luxury Hospitality Brands are re-humanising their marketing**

**02:40 pm**



**Jo Caruana**, Founder & CEO – The Finesse Group

**02:40 pm** | **Emotion Per Square Foot. Creating desirable food and drink experiences**

**03:00 pm**



**Robbie Bargh**, Founder – Gorgeous Group

**03:00 pm** | **15mins ahead by Malherbe Creative Agency: strategy, branding & interior design**

**03:20 pm**



**Hubert de Malherbe**, Founder and Chief Executive/Designer – Malherbe Paris

**03:20 pm** | **Visions in dialogue: face to face with the next generation of luxury leaders**

**04:00 pm**



**Luca Fiorentino**, Director of Sales & Marketing – Grand Hotel Excelsior Vittoria, Sorrento

**Ludovica Rocchi**, Brand Director – Gruppo R Collection Hotels

**Giovanni Torre Avallone**, Maitre de Maison – Grand Hotel Parker's

**Giovanni Naldi**, CEO – Roberto Naldi Collection

Moderator: **Andrea A. Dori**, Head of Hospitality and Luxury Hospitality Business Development – Herita Marzotto Wine Estates SpA

**04:00 pm** | **The Right Balance Between the Commercial Trifecta in Luxury Hospitality**

**04:20 pm**



**Leandro Rattazzi**, Senior Commercial Director, Luxury Hotels Southern Europe  
Marriott International

**04:20 pm** | **The boundary that separates Chatbot/AI and human connections in the luxury boutique hotels industry**

**04:40 pm**



**Gérald Lampaert**, Founder, Owner and CEO – VERTU Hospitality, Hotels and Resorts

**04:40 pm** | **The art of Attention: listening and presence as new pillars of the Luxury Customer Experience.**

**05:30 pm**



**Joelle Matteoli**, Vice President | Commercial Transformation – Kempinski Hotels  
**Francesco Pagnini**, Professore di Psicologia – Università Cattolica Milano  
Inventore – Effetto Batman

**Massimiliano Giornetti**, Direttore Creativo – Drumohr, Direttore – Polimoda Fashion School

Moderator: **Gianluca Borgna**, Founder & President – Lusso Gentile

Aperitif & Networking

09:00 am – 09:20 am | Participant Registration and welcome coffee

09:20 am | **Welcome to Luxury Hospitality Conference 2026**

09:30 am | **Andrea Agazzani**, Consulente e formatore



09:30 am | **The neuroscience of luxury hospitality: emotions, memory and decision making**

10:00 am | **Vincenzo Russo**, Full Professor of Consumer Behaviour and Neuromarketing,  
Director of the Research Centre for Neuromarketing – IULM University



10:00 am | **The luxury of limits**

10:30 am | **Michil Costa**, Activist & critical voice of contemporary tourism – Casa Costa 1956



10:30 am | **The Craft Behind Brand Value**

10:50 am | **Matteo De Santis**, COO & Partner – Positioner



10:50 am | **How identity, roots and vision are Shaping the new luxury code in Fine Dining**

11:30 am | **Enrico Bartolini**, Chef – 14 Michelin stars

**Gennaro Esposito**, Chef – 2 Michelin stars



Moderator: **Maddalena Fossati Dondero**, Director and Head of Content – La Cucina Italiana and Condé Nast Traveller Italia

11:30 am – 12:00 pm | Coffee Break & Networking

12:00 pm | **When Ai becomes your storyteller: brand identity in the age of generative search**

12:20 pm



**Annalisa Ballaira**, CEO & Founder – Relactions

12:20 pm | **Reach the Guest Before the Search Begins. How Amazon Ads insights and ExWorksMilan strategy can support luxury hotels to connect with guests before they start planning**

12:40 pm



**Silvia Calciolari**, CCO-Founder – ExWorksMilan

**Roberta Losco**, Head of Video Sales Specialists Italy, France & Spain – Amazon Ads

12:40 pm | Inside luxury hospitality data: strategies for success

-

01:00 pm



**Andrea Delfini**, Founder and CEO - Blastness

01:00 pm - 02:20 pm | Lunch & Networking

02:20 pm

-

02:40 pm



**Beyond Luxury. Reshaping ESG Strategy into Certified Credibility**

**Claudia Trezzi**, Consumer & Brand Director - Havas PR

**Claudia D'Arpizio**, Senior Partner - Bain & Company

**Gian Marco Biagi**, Director Commercial Enterprises & Public Administration  
Cellnex Italy

Moderator: **Giorgio Caire di Lauzet**, Founder & CEO - Dream&Charme

02:40 pm

-

03:20 pm



**Redefining high-end Hospitality through strategic luxury brand partnerships**

**Riccardo Vannetti**, Chief Brand & Marketing Officer - EGNAZIA Ospitalità Italiana

**Filippo Arnaboldi**, Chief Executive Officer - Frette

**Marco Barbieri**, Italy Marketing Director - Lavazza

Moderator: **Nicola Delvecchio**, Strategic Hospitality Advisor - Teamwork

03:20 pm

-

03:40 pm



**The Italian blueprint behind the world's Top luxury wedding destinations.**

**Tommaso Corsini**, Corsini events

Moderator: **Giulia Bandini**, CEO & Partner - Cogito Strategies

03:40 pm

-

04:00 pm



**REPORT PRESENTATION.**

**Luxury hotel performance in Italy: insights from the new 2026 report**

**Giorgio Ribaudo**, Managing Director - THRENDS

04:00 pm

-

04:30 pm



**THE LUXURY FORMULA.**

**The 10 pillars for building memorable and profitable luxury concepts**

**Nicola Delvecchio**, Strategic Hospitality Advisor - Teamwork

04:30 pm

-

05:00 pm

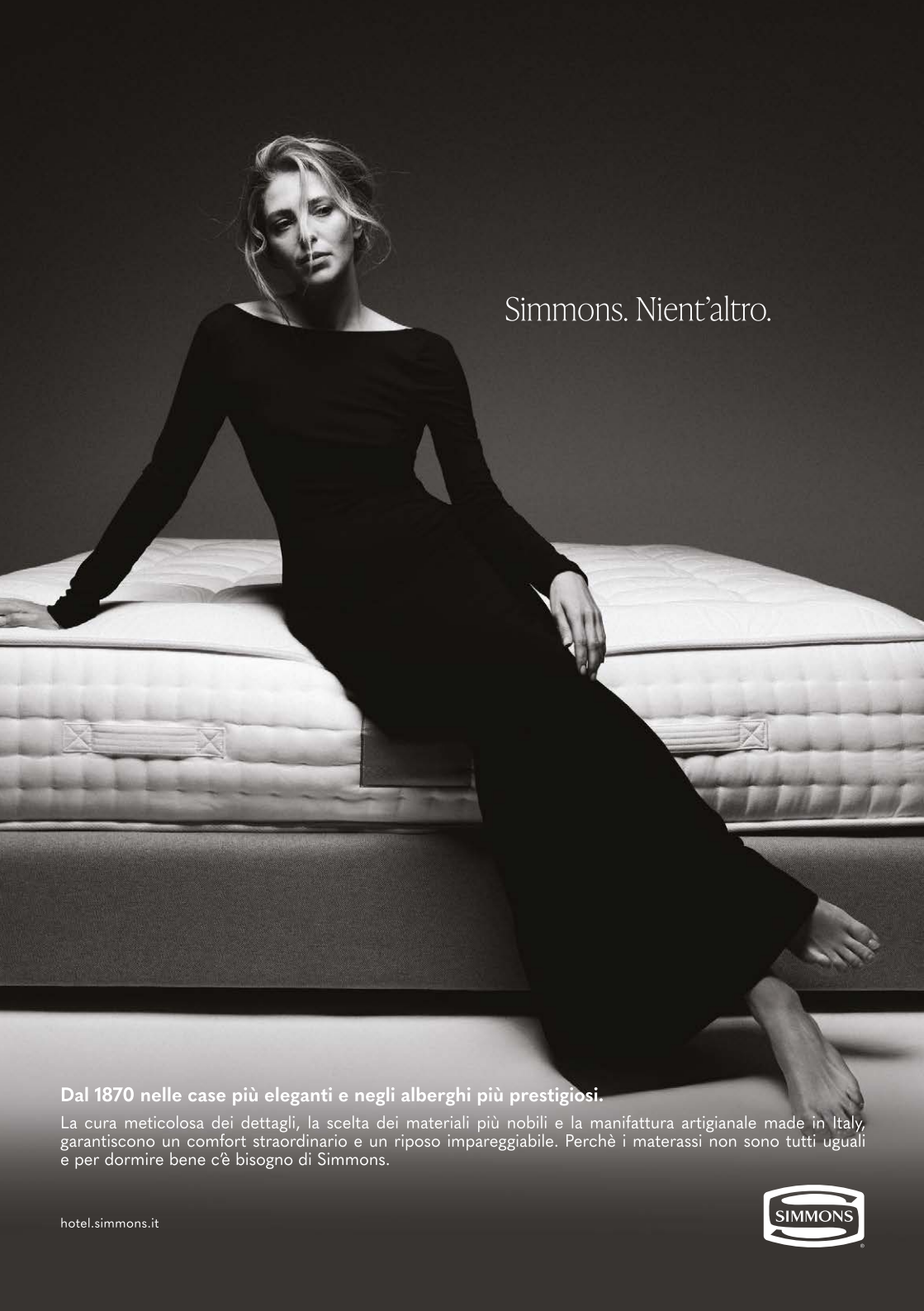


**STOP TEAM BUILDINGS. START BUILDING TEAMS.**

**Incentives, Leadership & Trust, 5 rules that truly build your best luxury asset  
(no rafting required)**

**Antonio Miano**, Consultant & Trainer - Teamwork

Aperitif & Networking



Simmons. Nient'altro.

**Dal 1870 nelle case più eleganti e negli alberghi più prestigiosi.**

La cura meticolosa dei dettagli, la scelta dei materiali più nobili e la manifattura artigianale made in Italy, garantiscono un comfort straordinario e un riposo impareggiabile. Perché i materassi non sono tutti uguali e per dormire bene c'è bisogno di Simmons.

Prestigious experts in the luxury sector



**HORST SCHULZE**  
Founding member  
*The Ritz-Carlton Hotel Company, Founder Capella Hotel Group*



**SHANNON KNAPP**  
President and CEO  
*The Leading Hotels of the World*



**LAURENT GARDINIER**  
President  
*Relais & Châteaux*



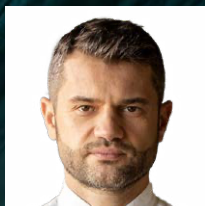
**FRANÇOIS DELAHAYE**  
COO  
*Dorchester Collection*



**STEFANIA LAZZARONI**  
CEO  
*Altagama Foundation*



**MEHDI BENABADJI**  
CEO  
*Ginori 1735*



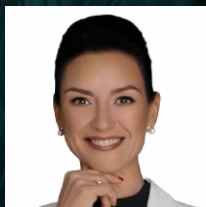
**ENRICO BARTOLINI**  
Chef  
*14 Michelin stars*



**GENNARO ESPOSITO**  
Chef - 2 Michelin stars  
*Torre del Saracino, Seiano (NA)*



**STEPHEN ALDEN**  
Independent Advisor,  
Former CEO  
*Raffles & Orient Express*



**EGLĖ ANTANAITYTĖ**  
Commercial Director  
*Orient Express*



**MARKUS VENZIN**  
CEO  
*EHL Group*



**JEAN-CLAUDE MESSANT**  
COO  
*Royal Mansour Collection*



**VINCENZO PUJIA**  
Global Sales and Retail  
Executive Vice President  
*Bulgari | LVMH Group*



**CLAUDIA POLLONI**  
Director of Sales  
& Marketing  
*Bulgari Hotels  
& Resorts*



**PHILIPPE VIGNON**  
Managing Director  
*Glion Hospitality & Luxury Business Education*



**DAN WAKELING**  
VP Development  
Luxury, Residential & Partnerships EMEA  
*Hilton*

Prestigious experts in the luxury sector



**GÉRALD LAMPAERT**  
Founder, Owner and CEO  
*VERTU Hospitality,  
Hotels and Resorts*



**SAMUEL PORRECA**  
Area General  
Manager  
*Mandarin Oriental*



**ALCIDE LEALI**  
Chairman & Brand  
Ambassador - *Lefay  
Resorts & Residences*



**FILIPPO ARNABOLDI**  
CEO  
*Frette*



**ÉTIENNE PETITPEZ**  
General Manager  
*Airelles Palladio,  
Venice*



**BARTOLOMEO FUSCO**  
General Manager  
*Orient Express  
Venice*



**ANTON MOORE**  
General Manager  
*The Lake Como EDITION*



**MARCOS ROMERO  
MILANS DEL BOSCH**  
General Manager  
*Park Hyatt Milano*



**PAUL ROSENBERG**  
Regional Vice President  
Development, Luxury  
France, Southern Europe  
& North Africa - *Accor*



**LEANDRO RATTAZZI**  
Senior Commercial  
Director, Luxury Hotels  
Southern Europe  
*Marriott International*



**GIANLEO BOSTICCO**  
Vice President  
Development  
Southern Europe  
*Marriott International*



**ALDO MELPIGNANO**  
CEO - *Egnazia  
Ospitalità Italiana*  
Vice President  
*Altgamma*



**RICCARDO VANNETTI**  
Chief Brand & Marketing  
Officer - *Egnazia  
Ospitalità Italiana*



**GIOVANNI TORRE  
AVALLONE**  
Maitre de Maison  
*Grand Hotel Parker's*



**BEA SAJON**  
General Manager,  
Continental Europe  
*Virtuoso*



**VITTORIA FERRAGAMO**  
Sustainability  
and Special Projects  
Manager - *Il Borro*

Prestigious experts in the luxury sector



**GIOVANNI NALDI**  
CEO  
*Roberto Naldi  
Collection*



**MICHIL COSTA**  
Activist and critical voice  
of contemporary tourism,  
CEO - Casa Costa 1956



**MARCO CASAROLA**  
President  
LDC HOTELS  
& RESIDENCES



**JULIA MASTROGIANNAKI**  
Director, Global Luxury  
& Lifestyle Sales, EMEA  
IHG Hotels & Resorts



**LUCA FIORENTINO**  
Director of Sales  
& Marketing  
*Grand Hotel  
Excelsior Vittoria  
Sorrento*



**VINCENZO RUSSO**  
Full Professor of Consumer  
Behaviour and Neuromarketing,  
Director of the Research  
Centre for Neuromarketing  
IULM University



**JOELE MATTEOLI**  
Vice President,  
Commercial  
Transformation  
Kempinski Hotels



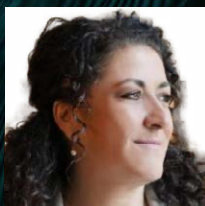
**FRANCESCO PAGNINI**  
Professore  
di Psicologia  
*Università Cattolica  
Milano, Inventore  
Effetto Batman*



**THIBAUT SELDESLAGH**  
Co-founder  
& Creative Director  
*For Digital Sakes*



**HOLLY PHILLIPS**  
Co-founder  
& Creative Strategist  
*For Digital Sakes*



**ROSANNA CONTI**  
Cluster General Manager  
*Dhom Collection  
Cortina D'Ampezzo*



**LUDOVICA ROCCHI**  
Brand Director  
*Gruppo R  
Collection Hotels*



**ANDRÉ WIRINGA**  
Founder and CEO  
*Start Reverse*



**STEFANIA VALENTI**  
Managing Director  
*Istituto Marangoni*



**ROBBIE BARGH**  
Founder  
*Gorgeous Group*



**JAMES CAVAGNARI**  
Founder & Creative  
Director - *Prima Design*

Prestigious experts in the luxury sector



**RODRIGO IZQUIERDO**  
Founder  
*Rodrigo Izquierdo  
Design Studio*



**DANIELA BALDO**  
Founding Partner  
COO  
*Studio Marco Piva*



**GIADA GEMIGNANI**  
Founder & Creative  
Director - *STUDIO AELAN*



**FRANCESCO LUPOI**  
Architect, designer  
and founder  
*Lupoi Design Studio*



**HUBERT DE MALHERBE**  
Founder and Chief  
Executive/Designer  
*Malherbe Paris*



**MASSIMILIANO GIORNETTI**  
Creative Director - *Drumohr*  
Director - *Polimoda*  
*Fashion School*



**SILVIA CALCIOARI**  
CCO-Founder  
*ExWorksMilan*



**ROBERTA LOSCO**  
Head of Video Sales  
Specialists Italy,  
France & Spain  
*Amazon Ads*



**MARCO BARBIERI**  
Italy Marketing  
Director  
*Lavazza*



**GUIDO ROSSI MONTI**  
Hospitality  
Consultant &  
General Manager  
*Borgo Vescine*



**ALESSANDRO FADDA**  
Coordinator of Master  
in Food & Beverage  
Management  
*ALMA*



**GIORGIO CAIRE DI LAUZET**  
Founder & CEO  
*Dream&Charme*



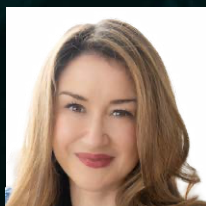
**ANNALISA BALLAIRA**  
CEO & Founder  
*Relations*



**ANDREA DELFINI**  
Founder & CEO  
*Blastness*



**MATTEO DE SANTIS**  
COO & Partner  
*Positioner*



**JO CARUANA**  
Founder & CEO  
*The Finesse Group*

# LUXURY | SPEAKERS

HOSPITALITY CONFERENCE

Prestigious experts in the luxury sector



**TOMMASO CORSINI**  
Founder & CEO  
*WLM - Where Ideas Meet*



**GIULIA BANDINI**  
CEO & Partner  
*Cogito Strategies*



**GIANLUCA VALSESIA**  
Sales Director, Brand  
Ambassador - *Gessi*



**CLAUDIA TREZZI**  
Consumer &  
Brand Director  
*Havas PR*



**CLAUDIA D'ARPIZIO**  
Senior Partner  
*Bain & Company*



**GIAN MARCO BIAGI**  
Director Commercial  
Enterprises & Public  
Administration  
*Cellnex Italy*



**GIORGIO RIBAUDO**  
Managing Director  
*THRENDIS*



**ANTONIO MIANO**  
Consultant & trainer  
*Teamwork*



**NICOLA DELVECCHIO**  
Consultant & trainer  
*Teamwork*

# LUXURY | MODERATORS

HOSPITALITY CONFERENCE

Prestigious experts in the luxury sector



**MADDALENA FOSSATI  
DONDERO**

Director and Head of  
Content - *La Cucina  
Italiana & Condé Nast  
Traveller Italia*



**ANDREA GRISDALE**

CEO &  
Sole Founder  
*IC Bellagio*



**FILIP BOYEN**

Luxury Hospitality Advisor,  
Ambassador - *Forbes Travel  
Guide*, Head - *Hospitality  
Orient Express Italy*,  
Co-founder - *Hotelworld AI*



**EZIO INDIANI**

General Manager  
*Hotel Principe  
di Savoia Milano*



**CRISTINA MOTTIRONI**

Head Tourism  
Major | *MSC ACME*  
*Bocconi University*



**DANY STAUFFACHER**

CEO & Founder  
*Sapori Ticino*  
*Saveurs Agency*



**ANDREA DORI**

Head of Hospitality  
and Luxury Hospitality  
Business Development  
*Herita Marzotto Wine Estate*



**ROBERTO GENTILE**

Editor & Newsletter  
Director  
*Network News*



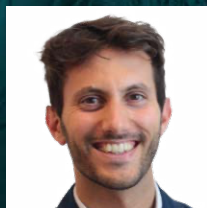
**GIANLUCA BORGNA**

Founder & President  
*Lusso Gentile*



**MASSIMILIANO SARTI**

Editor-in-chief  
*The Bulletin THRENDS*



**ANDREA AGAZZANI**

Project Manager  
& Trainer



**LAURA F. VERDI**

Architect & Director  
*we:ll magazine*



**MAURO SANTINATO**

President  
*Teamwork*

PRIMA



Superior skincare  
*competence*

[prima.bz/brands](https://prima.bz/brands)

# LUXURY

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## THANKS TO OUR PARTNERS



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& TOSO

NOBILI

POSITIONER



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1735  
ITALIA

PRIMA



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GESSI

LA BOTTEGA  
COLLECTIVE



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88 ORIO  
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aureagroup



BONFANTE  
INTERIOR CONTRACTOR



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DREAM&CHARME



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# PELLE

THE ART OF WEAVING EXPERIENCE



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*Haute*CULTURE

## THE EVENTS ORGANIZED BY TEAMWORK



The first conference dedicated to Hotel Real Estate investment in Italy  
**ithic.it**



The most important hospitality event in Italy  
**hospitalityday.it**



The conference on wellness and well-being in hospitality  
**wellnesshospitalityconference.it**



The conference where Luxury meets Hospitality  
**luxuryhospitalityconference.it**



The leading event on revenue management in the tourism industry  
**globalrevenueforum.com**



The conference on design, contract, and trends in hospitality  
**hospitalitydesignconference.com**



The event focused on boosting sales in the hospitality industry  
**improvehotel.com**



The traveling workshop on hospitality for families  
**hotelfamilylab.com**



The forum on successful restaurant projects  
**restaurantrevolution.it**



The workshop about breakfast in hotels  
**hotelbreakfastday.com**



The event focused on the future of travel destinations  
**destinationlab.it**



The workshop on the new frontiers of outdoor tourism  
**campingrevolutionday.it**

## AWARDS ORGANIZED BY TEAMWORK



The award for excellence in luxury hospitality  
[bestluxuryhotelawards.com](http://bestluxuryhotelawards.com)

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The award for digital innovations in hospitality  
[hospitalitydigitalawards.it](http://hospitalitydigitalawards.it)

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The award for the best outdoor facilities  
[bestcampingvillageawards.it](http://bestcampingvillageawards.it)

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The award for vision and innovation in hospitality design  
[hoteldesignerawards.it](http://hoteldesignerawards.it)

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The award for successful formats and business models in the HoReCa industry  
[restaurantbarconceptawards.com](http://restaurantbarconceptawards.com)

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## TRAINING BY TEAMWORK



The annual schedule of classroom training courses for owners and staff of hotel and non-hotel accommodations  
[teamworkhospitality.com/courses/](http://teamworkhospitality.com/courses/)

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The training workshop on how to relaunch and redesign the hotel  
[hoteldesignlab.com](http://hoteldesignlab.com)

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The *Basic, Advanced, Executive* and *Profit* training workshop on Revenue Management  
[hotelrevenuелab.com](http://hotelrevenuелab.com)

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[teamworkhospitality.com](http://teamworkhospitality.com)





Servizi integrati per  
l'ospitalità 5 stelle.



Ihs Luxury è la divisione di eccellenza di Ihs dedicata all'hôtellerie a 5 stelle e ai resort di alta gamma. È progettata per definire standard operativi nell'ospitalità di lusso attraverso procedure codificate, formazione dedicata e strumenti digitali di controllo. Un sistema in cui metodo e qualità del personale sono parte integrante del servizio.



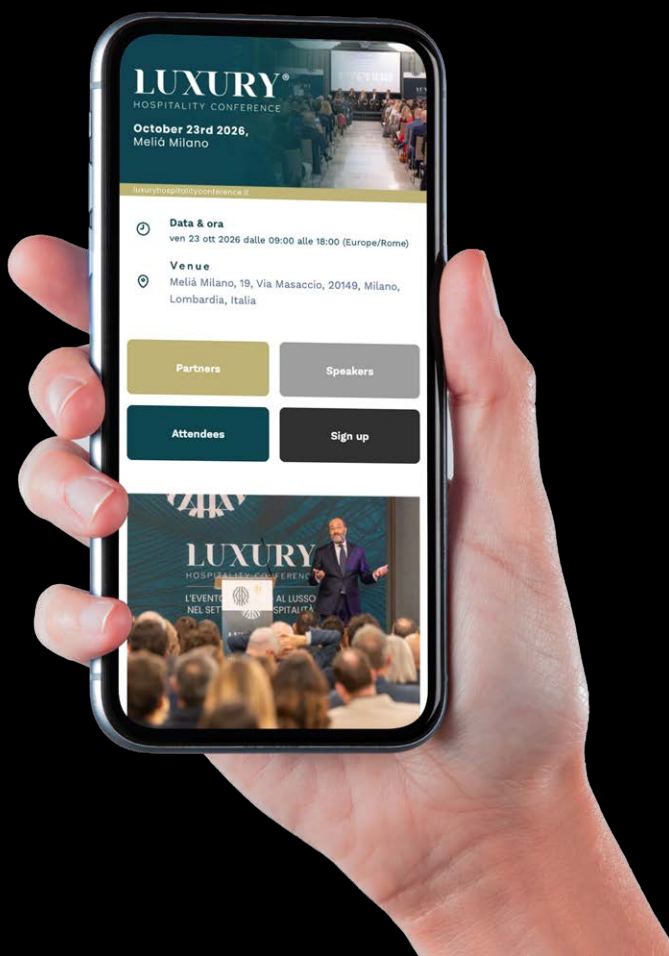
# Have you downloaded the event app yet?

**Build new connections and schedule meetings at the event.**

Log in using the email address you provided during registration and make the most of all the features:

- **Strategic networking:** browse the up-to-date list of attendees (complete with names, roles and companies) and contact key figures for your business directly via private chat.
- **Personalised agenda:** create your own tailor-made programme by saving the talks and sessions you absolutely don't want to miss.

**Get right into the heart of the Luxury Hospitality Conference!**





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