

## ITB Marketing & Distribution Day



Date	Time:	Location
March 7, 2019	10:45 - 17:45	City Cube, Auditorium A4/A5

Expertise for the development of marketing and distribution strategies.

The ITB Marketing and Distribution Day provides valuable know-how for innovative marketing and distribution strategies. The Hospitality CEO Panel with the CEOs of global hotel groups will kick off the event. A series of top-class CEO interviews provides insights into the strategies of global market leaders such as TUI and Expedia. The ITB spotlight on "New Luxury" will be highlighted in several sessions at the end of the day, in which convention participants will receive valuable information on how luxury markets will develop in the future. Jin Jiang International is Gold Sponsor of the ITB Marketing & Distribution Day.

**Hosted by:**

[Birgit Fehst](#), Moderator, Coach, Speaker

**10:45 - 11:00**

**Greeting**

**Welcome:**

[Birgit Fehst](#), Moderator, Coach, Speaker

**11:00 - 11:45**

**Keynote Panel: Hospitality CEO Panel**

The ITB Hospitality CEO Panel focuses on strategies and trends in the global hotel business. CEOs of leading hotel groups discuss the new role of hotels – as “augmented hospitality” – that goes far beyond actual accommodation services. What will hotel products of the future look like, and what role will digitalization play? Which markets will expand in the future, and how will the hotel distribution of tomorrow look? And last but not least: How are hotel companies dealing with the massive changes in tourists’ perceptions of luxury?

**Moderated by:**

[Marc Aeberhard](#), Owner, Luxury Hotel & Spa Management Ltd

**Panel guests:**

[Chris Cahill](#), CEO, AccorHotels Luxury Brands

[Puneet Chhatwal](#), Managing Director & CEO, Taj Hotels Resorts and Palaces, Indian Hotels Company Ltd.

[Pierre Frédéric Roulot](#), CEO, Louvre Hotels Group, CEO Jin Jiang Europe

[Thomas Willms](#), CEO, Deutsche Hospitality

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Kurzfristige Änderungen vorbehalten.

**12:00 - 12:45****Keynote Panel: Man Vs. Machine?! The Future Of Hospitality And Tourism In Times Of Artificial Intelligence**

We are currently witnessing the beginning of the second industrial revolution, in which all sectors of the economy are, to some extent, seeing machines replace and/or support human workers. The hotel industry, and especially the luxury hotel sector, need to decide how much human touch and technology support should be offered to their guests. What role will individual, personal service play for different customer segments in the future? And what potential do Big Data and Artificial Intelligence have for offering guests tailor-made services at the right time and at the right touchpoints? What new roles will employees have?

**Moderated by:**

[Birgit Fehst](#), Moderator, Coach, Speaker

**Panel guests:**

[Clinton Anderson](#), Executive Vice President, Sabre, President, Sabre Hospitality Solutions

[Lutz Behrendt](#), Industry Leader Travel, Google Deutschland

[Chris Silcock](#), Executive Vice President & Chief Commercial Officer, Hilton

**13:00 - 13:45****ITB CEO Interview**

Now in his third year as Expedia Group CEO (NASDAQ: EXPE), Mark Okerstrom joins PhoCusWright founder Philip Wolf in a lively one-on-one conversation. Attendees will gain insights into a company operating in 75 countries with brands including Expedia, Hotels.com, Expedia Partner Solutions, Orbitz, Travelocity, Hotwire, CheapTickets, ebookers, CarRentals.com, Expedia CruiseShipCenters, Wotif, Egencia, HomeAway and a majority stake in Trivago. Wolf and Okerstrom will explore new growth opportunities, and strategies to differentiate its 23 brands, for this dominant player in a consolidated online travel global marketplace.

**Interview guest:**

[Mark Okerstrom](#), CEO, Expedia

**Interviewer:**

[Philip C. Wolf](#), Founder, Phocuswright, Serial Board Director

**14:00 - 14:45****ITB CEO Interview**

Friedrich Jousen, CEO of TUI Group (LSE:TUI), discusses developments in the global tourism market in a keynote interview with PhoCusWright founder, Philip C. Wolf. Mr. Jousen, formerly CEO of Vodafone Germany, brings a unique perspective to this global tourism group consisting of tour operators, online portals, six airlines with 150 aircraft, 380 hotels and 16 cruise liners. The conversation will span strategies to future-proof travel businesses as well as leveraging technology and innovation for growth.

**Interview guest:**

[Friedrich Jousen](#), CEO, TUI Group

**Interviewer:**

[Philip C. Wolf](#), Founder, Phocuswright, Serial Board Director

**15:00 - 15:45****ITB CEO Interview**

Greg W. Greeley, President of Airbnb Homes, talks about Airbnb's impressive plans to become a Travel Super Brand.

**Interview guest:**

[Greg W. Greeley](#), President of Homes, Airbnb

**Interviewer:**

[Damon Embling](#), World Affairs Reporter, Euronews

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16:00 - 16:45

### ITB New Luxury Panel: Sensuality, Happiness And Luxury

The tourism industry has experienced a paradigm shift: the perception of luxury has shifted from material into immaterial dimensions. What's relevant today is space and time, remoteness and individuality, "being" instead of "having". Tomorrow will be more about "inner experiences" – e.g. spirituality, happiness and the journey to one's own self – rather than "external events". The new luxury customer is looking for meaning and wisdom, significance and sensuality. Deep experiences involve all five senses and result in happiness. Luxury has reached the level of sensuality and happiness. What does this mean with regard to designing offers in the hotel and tourism industry? What will luxury products look like in the future and what design skills will be required?

**Moderated by:**

[Marc Aeberhard](#), Owner, Luxury Hotel & Spa Management Ltd

**Panel guests:**

[Katrín Herz](#), General Manager, Al Bustan Palace, a Ritz-Carlton Hotel

[Prof. Dr. Monika Imschloß](#), IFH Junior-Professor of Marketing and Retailing, University of Cologne

[David Kikillus](#), Gourmet Chef

[Dr. Ha Vinh Tho](#), Former Program Director, Gross National Happiness Centre Bhutan, Founder, Eurasia Learning Institute for Happiness and Wellbeing

17:00 - 17:45

### View Through The Keyhole: Personality Profiles Of Luxury Customers

High-end luxury customers are a very special target group. Their needs and behaviors are often unexplored or even concealed. Luxury customers are trendsetters who shape entire markets and attract imitators. This makes it all the more important to learn more about their psyche and behavior. What are their travel needs, what ultimate experiences are they looking for and how do you communicate with them? Who has better insight into this hidden segment than global concierge services? We are really looking forward to hearing their secrets and "wow!" stories.

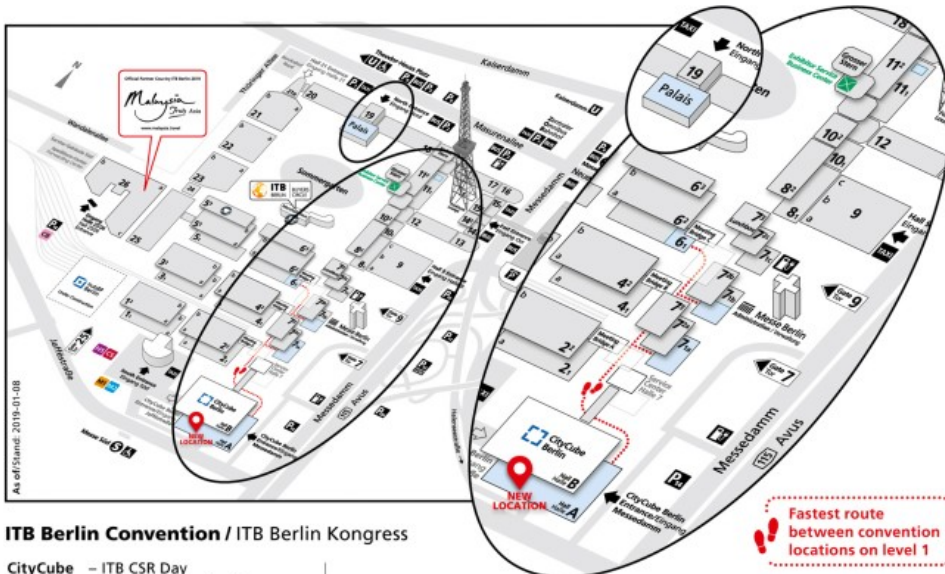
**Introductory presentation & Moderation:**

[Doug Lansky](#), International Tourism Thought Leader, Keynote Speaker, Travel Journalist and Author

**Panel guests:**

[Steve Kalthoff](#), Managing Director, Quintessentially Deutschland GmbH

[Oliver Larigaldie](#), CEO, John Paul Group



## ITB Berlin Convention / ITB Berlin Kongress

- CityCube Hall A**
- ITB CSR Day
  - ITB Deep Dive Sessions
  - ITB Destination Day 1
  - ITB Destination Day 2
  - ITB Experts Forum Wellness
  - ITB Future Day
  - ITB Marketing & Distribution Day
  - ITB Tourism for Sustainable Development Day

- 6.1** - eTravel World: eTravel Stage, eTravel Start-Up Day
- 7.1a**
- Home of Business Travel Forum by ITB & VDR
  - ITB Business Travel Forum
  - ITB MICE Forum
  - ITB MICE Hub

- 7.1b** - eTravel World: eTravel Lab, TTA Forum, ITB Hospitality Tech Forum
- 11.1** - ITB Young Professionals Day
- Palais** - ITB Convention Awards

## Contact

Please contact us for concerns or questions:

### Convention Organisation

**ITB Berlin Convention Office**  
 c/o Multivisio GmbH  
 Hanauer Landstraße 287  
 60314 Frankfurt/M. Germany

**Alexandra Saless**  
 Freelance Convention Manager  
 Cell: +1 843 602-2720  
 alexandra.saless@multivisio.de

### Contact Person Messe Berlin

**Lisa Klimke**  
 Product Manager  
 Messe Berlin  
 Messedamm 22  
 14055 Berlin Germany  
 Phone: +49 (0)30 / 3038 2167  
 Fax: +49 (0)30 / 3038 2113  
 klimke@messe-berlin.de

### Scientific Management ITB Berlin Convention

**Prof. Dr. Roland Conrady**  
 Hochschule Worms  
 Erenburgerstr. 19  
 67549 Worms Germany  
 Phone: +49 (0)6241 / 509 126  
 conrady@hs-worms.de

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