

ITB BERLIN CONVENTION PROGRAM 2020



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The Leading
Travel Industry
Think Tank
CONVENTION

Ian Di Tullio

As SVP of Guest Services at Accor, Ian is the head of customer strategy and responsible for the broad functions of customer acquisition, engagement & experience, loyalty and global partnerships. As part of his role, Ian is heavily involved in the transformation of Accor into a Customer Centric organization using loyalty and partnerships as a catalyst for augmented hospitality.

Ian has extensive global management experience with large multinational organizations and an extensive track record managing multi-cultural teams at senior levels in travel & hospitality, aviation, consulting, retail and media organizations across three continents.

Ian holds an MBA from Queen's University in Canada and a PhD in Marketing from Cranfield University in the UK. He speaks frequently at loyalty, analytics and customer engagement events worldwide

Accor is a world-leading augmented hospitality group offering unique experiences in more than 5000 hotels and residences across 110 destinations. The Group has been acquiring hospitality expertise for more than 50 years, resulting in an unrivaled portfolio of 39 hotel brands, from luxury to economy, supported by one of the most attractive loyalty programs in the world.

Contact data

Ian Di Tullio
SVP of Guest Services
ACCOR



Event

[Hospitality 2025](#)

Thursday, March 5, 2020, 17.00 - 18.00

Hall 7.1b, eTravel Lab



Kurzfristige Änderungen vorbehalten.