



TRAVEL AGENDA  
**EHMA Venice 2024 General Assembly**  
*Hotel Excelsior Lido Resort, Venice (Italy) 12-14th April*



*50th Anniversary*





50th Anniversary  
**EHMA Venice 2024 General Assembly**  
Hotel Excelsior Lido Resort, Venice (Italy) 12-14th April

Friday April 12th **General Agenda**

# General Agenda

12:45PM › **Free Shuttle Boat from JW Marriott to Hotel Excelsior**

1:30 - 2:00PM › **Welcome Coffee & Sponsor's Time** › venue: Excelsior Venice Lido Resort

**FRIDAY 12TH**

Excelsior Venice Lido Resort  
Red Carpet Conference Room

**2:00PM - 4:00PM First Official part - open to Members only**

- Welcome
- Official Opening of the 50th Ordinary General Meeting by EHMA President
- Approval of the Minutes of the 49th AGM
- President Annual Report
- Financial, Auditors & Arbiters Reports
- Membership Situation
- Member's Time
- "Mentor Me" Program by EHMA Italian-Chapter
- Best Practices 2023 "ESG"
- Presentation Venues EHMA General Meetings 2025 and 2026
- Extraordinary General Meeting
- President HOTREC - Alexandros Vassilikos
- Executive Vice President Europe Preferred Travel Group - Brenda Collin

4:00PM › **Coffee Break & Sponsor's Time**

**FRIDAY 12TH**

Excelsior Venice Lido Resort  
Red Carpet Conference Room

**4:30PM - 6:00PM Second part - open to Members and Partners**

- Young EHMA 2024
- Ecole Hôtelière de Lausanne
- Introduction New Members
- Nolan Cornell
- Closing remarks

6:00PM › **Free Shuttle Boat from Hotel Excelsior to JW Marriott**

**FRIDAY 12TH**

Venice Historic Center  
Palazzo Pisani Moretta

**7:15PM - 11:00PM Cocktail Dinatoire at Palazzo Pisani Moretta Venice dine-out**



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# General Agenda

## Cocktail Dinatoire at Palazzo Pisani Moretta Venice dine-out

DETAILS

**FRIDAY 12<sup>TH</sup>**  
Venice Historic Center  
Palazzo Pisani Moretta

- ▶ Transfer from Hotel Excelsior Venice Lido Resort and from Hotel JW Marriott to Palazzo Pisani Moretta by GT boat at **7:15 pm**.
- ▶ Return to the hotel at the end of the dinner (11:00 pm approx.).

Palazzo Pisani Moretta is a Gothic palace in Venice, located in the San Polo district (sestiere), overlooking the Grand Canal between Palazzo Barbarigo della Terrazza and Palazzo Tiepolo.

Palazzo Pisani Moretta was built in the second half of the 15th century by the Bembo family. In 1629, the palace became the residence of a branch of the noble Pisani family, the Pisani Moretta. The facade of the palace is an interesting example of the Venetian-Gothic style. The ground floor has two-pointed arch portals and is surmounted by a mezzanine. The interior of the palace is decorated in Baroque and Neoclassical styles, and dates back to the 18th century. The first noble floor, organized around a porch about 24 meters long and frescoed with works by Jacopo Guarana, is made up of side rooms, two of which host works by Giambattista Tiepolo and Pietro Longhi. The second noble floor features a small church overlooking the rear garden and has a porch opened into a ballroom library.





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Friday April 12th **Tours & Activities**

# Tours & Activities

## Guided Tour at the Guggenheim Museum and Dorsoduro Neighbourhood

DETAILS

FRIDAY 12TH  
Venice Historic Center

**1:15PM - 5:15PM** For accompanying persons only.

- ▶ **Meeting at 1:00pm** with local assistants at the Hotel Excelsior Venice Lido Resort and from Hotel JW Marriott lobbies and departure of the group **at 1:15pm** by private water taxis. Return to the hotel by private water taxis.
- ▶ Timing and program may be subject to changes based on the number of participants.
- ▶ Departures will be staggered in different slots. You will visit the Guggenheim collection and the picturesque Dorsoduro neighborhood.



The Peggy Guggenheim Collection is one of the most important museums of European and American art of the 20th century in Italy. It is based in Venice at Palazzo Venier dei Leoni, on the Grand Canal, in what was the home of Peggy Guggenheim.

The museum houses the personal collection of Peggy Guggenheim, but also the masterpieces of the Collection Hannelore B. and Rudolph B. Schulhof, the sculpture garden and temporary exhibitions. The Peggy Guggenheim Collection is part of the Solomon R. Guggenheim Foundation's constellation of museums that includes the Solomon R. Guggenheim Museum in New York, the Guggenheim Museum Bilbao and the future Guggenheim Museum Abu Dhabi.





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Saturday April 13th **Educational Day Programme**

# Educational Day Programme

7:45AM > **Free Shuttle Boat from JW Marriott to Hotel Excelsior**

8:30AM > **Opening of the Event and Welcome Coffee** > Venue: Excelsior Venice Lido Resort

**SATURDAY 13TH**

Excelsior Venice Lido Resort  
Red Carpet Conference Room

**9:00AM Institutional welcome speeches**

- **Panos Almyrantis**, EHMA President.
- **Alessio Lazazzera**, Chairman of the Venice Organizing Committee.
- **Simone Venturini**, Deputy Mayor for Tourism, Social Welfare, Economic Development and Labour, City of Venice.

**9:45AM Keynotes and presentations**

**The challenges of Human Capital in the European hospitality sector**

- **Francesco di Cesare**, President Risposte Turismo.

**Sustainability and Social Responsibility as compelling drivers for young talents attraction and retention**

- **Christoph Steindorf**, Leader Business Development Europe and Corporate Accounts Healthcare of Diversey.

**What Really Matters to the New Generations**

- **Antoinette Dale Henderson**, Executive Coach & Founder of The Gravitas Programme.

10:50AM - 11:20AM > **Coffee Break**

**SATURDAY 13TH**

Excelsior Venice Lido Resort  
Red Carpet Conference Room

**11:20AM Opening round table**

**Luxury Tourism & Hospitality Is Growing Back in Europe: Will We Run Out of Staff?**

A debate among representants from different fields in order to deepen the new and future trends that will influence the working and private life of the employees. Will staff shortage bring hotel managers to an even tighter competition? How to adapt each own work to the new trends? Is there a need to refocus the activities for a better involvement of new young professionals?

- **Alessandro Ferrazza**, Researcher (PhD), MBA, PGCert HE, University of London.
- **Marco Ceresa**, Group Chief Executive Officer, Randstad.
- **Bruce Tracey**, Professor of Human Resource Management - Nolan School, Cornell University.
- **Inès Blal**, Executive Dean, EHL - Ecole Hôtelière de Lausanne.

Moderators: **Francesca Senette**, Presenter and **Anthony La Salandra**, Managing Director Risposte Turismo.

**12:30PM Face2Face**

**#NOFILTER. An Open Dialogue Between Generations: Why Choosing Tourism**

- Two Young Graduates from EHL: **Tara Zehnder** and **Emma Latteux**.
- **Ezio A. Indiani** and **Panos Almyrantis**, EHMA Presidents.

Moderator: **Sebastián Fernandez**, Associate Professor, École Hôtelière de Lausanne.



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Saturday April 13th **Educational Day Programme**

# Educational Day Programme

1:00PM - 2:30PM > **Business Lunch**

**SATURDAY 13TH**

Excelsior Venice Lido Resort  
Red Carpet Conference Room

**2:30PM Keynote and presentation**

**Technology and Human Resources: How the Relationship With your Employees is Changing and Will Change**

A special focus about the acquisition, management and retention of the employees providing the audience with a futuristic perspective considering how fast is moving technology and how young professionals are digital natives.

- **Massimo Canducci**, International Manager, University Professor, Author and Speaker.

**2:50PM Round table**

**Widening the Perspective**

Tourism sector representatives share some lesson learnt within their sector.

- **Jennifer Tombaugh** – President, Tauck and President, ETOA.
- **Bruno Fournet**, HR Director - Center of Excellence Learning Development, Disneyland Paris.
- **Alberto Valenza**, Human Capital & Organization, health & safety, Rome Airports.
- **Roberto Mascali**, External Affairs, Umana.

Moderators: **Francesca Senette**, Presenter and **Anthony La Salandra**, Managing Director Risposte Turismo.

**3:50PM Presentation**

**Psychological Growth Programme – Developing the future of Emerging Hospitality Leaders through inner development.**

- **Marco Truffelli**, Co-owner and Managing Director, Rufflets St Andrews; Co-founder of RESILIRE - Psychological Growth.
- Dr **Jan Ferris**, Co-founder of RESILIRE - Psychological Growth.

4.10PM – 4.40PM > **Coffee Break**

**SATURDAY 13TH**

Excelsior Venice Lido Resort  
Red Carpet Conference Room

**4:40PM Presentation**

**The Future of Beer through Education**

- **Petros Papageorgiou**, On - Premise Sales Director Heineken Italy.

**5:00PM Closing speech**

**Start Involving, Engage and Support to Win**

- **Sir John Kirwan**, globally recognised mental health advocate, author, entrepreneur, and a rugby legend.

**5:30PM Thanks & closing remarks**

- **Panos Almyrantis**, EHMA President.

 5:45PM > **Free Shuttle Boat from Hotel Excelsior to JW Marriott**

 7:30PM > **Free Shuttle Boat from JW Marriott to Hotel Excelsior**

**SATURDAY 13TH**

Excelsior Venice Lido Resort  
Sala Degli Stucchi

**8:00PM - 00:00AM Cocktail & Gala Dinner at hotel Excelsior Venice Lido Resort.**



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Saturday April 13th **General Agenda**

# General Agenda

**Cocktail & Gala Dinner at hotel Excelsior Venice Lido Resort Sala degli Stucchi**

[DETAILS](#)

The Hotel Excelsior is a majestic building on the Venice Lido shoreline. Numerous artists, including Umberto Biondo, master of glass and wrought iron, were involved in the creation of the interior decorations.

The hotel was built in 1907 by Giovanni Sardi on behalf of the Compagnia Italiana Grandi Alberghi (CIGA). In June 1914, the Louis XVI-style Stucchi Room was completed on the first-floor terrace, and in the 1930s the International Film Festival and the opening of the Venice Casino added further value and prestige to the Excelsior Hotel.

Today, more than 100 years after that glorious opening night, the Hotel Excelsior continues to emanate, through its unique structure, the splendor of a bygone era, but with the services and amenities of a modern five-star hotel. Majestic and elegant with beautifully decorated white arches and floor-to-ceiling windows overlooking the sea, the ballroom known as the Sala degli Stucchi is now a renowned and coveted location for private events and can accommodate up to 400 guests at the table.



00:00AM > Free Shuttle Boat from Hotel Excelsior to JW Marriott





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Saturday April 13th **Tours & Activities**

# Tours & Activities

## Guided Tour of San Marco Area & Lunch at Do Forni Restaurant

[DETAILS](#)

**SATURDAY 13TH**  
Venice Historic Center

**9:00AM - 4:30PM** For accompanying persons only.

- ▶ Meeting with local assistants at the Hotel Excelsior Venice Lido Resort and from Hotel JW Marriott lobbies and departure at **9:00am** for San Marco-Cornoldi by GT boat.
- ▶ Meeting with local guides at the Cornoldi and guided walk in the San Marco area, with the internal visit of the Doge's Palace.
- ▶ Lunch at Do Forni restaurant.
- ▶ Return to the hotel after lunch by GT boat.

You will admire the external of the Basilica of San Marco - whose exterior is characterised by raised domes - and you will visit the Doge's Palace - a fourteenth-century building in Gothic and Renaissance style, a place where the ancient Republic of Venice exercised its power - the famous Bridge of Sighs, the Bell Tower and the Clock Tower. Do Forni restaurant was founded in the 19th century with the name it still retains today, and since 1973 it has been managed by Mr Eligio Paties, who has succeeded in making it a popular destination for all those who come to Venice and wish to be received according to the noblest traditions of hospitality. Its cuisine is traditional Venetian, i.e. predominantly seafood, offering fish, shellfish and crustaceans from the Adriatic Sea according to recipes handed down from Venice in past centuries and enriched with seasonal vegetables and delicate seasonings, as well as a refined interpretation of Venetian and Italian cuisine that combines the use of local meat and vegetables with the influence of the art of international gastronomy.







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Sunday April 14th **General Agenda**

# General Agenda

10:45AM › Free Shuttle Boat from JW Marriott to Hotel Excelsior

**SUNDAY 14TH**  
Excelsior Venice Lido Resort  
Elimar Restaurant

**11:30AM - 14:00PM Farewell Brunch at Excelsior Venice Lido Resort in Elimar Restaurant**

► Guests departure at the end

Elimar is the renewed restaurant and beach bar by the sea. A trendy design with an exotic tinge sublimed by very high-level Food & Entertainment. The interior features tropical patterned armchairs, arabesque-like inlay works and an extremely precise mise en place, down to the last detail. An elegant outdoor lounge area has comfy wicker sofas and armchairs where you can sip your delicious drink while enjoying a uniquely superlative view of the sea.



2:00PM › Free Shuttle boat from Hotel Excelsior to JW Marriott



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## Guest Speakers



### **Inès Blal**

Associate Professor of Strategic management at Ecole hôtelière de Lausanne. Inès held a leadership position at EHL for 6 years being - among others - Dean of the Undergraduate School. She was the first woman and youngest person to hold the position since the creation of EHL in 1893.



### **Massimo Canducci**

International Manager, University Professor, Author and Speaker. His latest book is "Augmented Lives: How we will live in the future thanks to technologies".



### **Marco Ceresa**

Group Chief Executive Officer, Randstad Italia. After graduating in Economics with a specialization in Marketing from Bocconi University in Milan, he begins his professional career. He works for twelve years at Philips in Austria and the Netherlands, first as Marketing Manager, then as Brand Manager for Marantz, and finally as Commercial Manager for Audio Systems. In 1999 starts the Italian division of Randstad - now a leading talent company globally.



### **Antoinette Dale Henderson**

Renowned International Keynote Speaker, Executive Coach and Founder of The Gravitas Programme. She specialises in delivering bespoke leadership programmes to global organisations going through change and is author of two highly-acclaimed books: *Leading with Gravitas* and *Power Up*.



### **Francesco di Cesare**

President of Risposte Turismo, combines his commitment to teaching, research and consultancy on the main topics of the macro-industry of travel and tourism and cultural production.



### **Alessandro Ferrazza**

Senior Lecturer Programme Manager Post Graduate Degree University of Sunderland in London, Fellow Chartered Manager CMI, Fellow of ILM, Fellow IoH.





**Sébastien Fernandez**

PhD, is an Associate Professor of Organizational Behavior at EHL - Hospitality Business School since 2011.



**Jan Ferris**

Dr. Jan Ferris is a clinical psychologist who has been working with individuals, teams and organisations to effect psychological change for more than 20 years. Co-founder of RESILIRE - Psychological Growth.



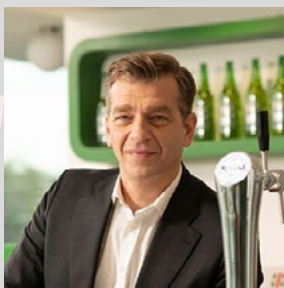
**Bruno Fournet**

Disneyland Paris' HR Director, Learning and Development. He and his team develop and deploy 3000 L&D programs for more than 17000 employees.



**Roberto Mascali**

Senior Manager, External Affairs, Umana SpA. Roberto Mascali joined Umana in 2016. Alongside managing institutional relations, he also oversees innovation projects. Since 2020, he has been a Board Member of CVing, an HR Tech company within the Umana group. Previously, Mascali served as Director at Confindustria East Europe, the federation of Italian industrial associations in the region.



**Petros Papageorgiou**

Since 2023 On-Premise Sales Director in Heineken Italy. He started his career at Diageo in Greece, Italy and Switzerland and then at Coca-Cola HBC. He was General Manager in Lurisia and General Manager in Fratelli Branca Distillerie.



**Christoph Steindorf**

Leader Business Development Europe and Corporate Accounts Healthcare of Diversey.



**Jennifer Tombaugh**

President of Tauck, the US-based leader in guided tours and cruises serving all seven continents with more than 150 travel experiences and events for culturally curious travelers on land, sea and river.



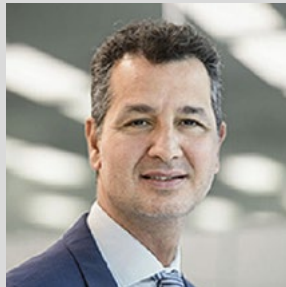
**John Bruce Tracey**

Kenneth and Marjorie Blanchard Professor of Human Resource Management and Area Chair for Management & Organizations at Cornell University.



**Marco Truffelli**

Hotelier, psychologist (Mpsych). Marco is co-owner and managing director of Rufflets Hotel in St Andrews - home for discerning and curious travellers. Co-Founder of RESILIRE - Psychological Growth - alongside Dr Jan Ferris, clinical psychologist - focussing on the mind health and psychological growth of hospitality professionals. Mentor at Oxford Brookes University since 2012.



**Alberto Valenza**

Since October 2020, he is Vice President of Human Resources and Organisation for Aeroporti di Roma. Before joining the ADR Group, he took increasing responsibilities within the Human Resources area in major Italian and international companies (as Alitalia, Starwood Hotels & Resorts, Vodafone, Telecom Italia, Italo NTV).



**Tara Zehnder and Emma Latteaux**

Recently EHL graduated they have been working on thesis projects on How to become passionate about hospitality and How to make the GM role more attractive?



**Simone Venturini**

Elected Venice City Councillor in 2010, at only 22 years of age, serving as group leader. Once more elected in 2015, Mr. Venturini was appointed by Mayor Luigi Brugnaro Deputy Mayor for Social Cohesion, Labour, Infrastructure and Economic Development. Newly elected in 2020, Mr. Venturini is Executive Deputy Mayor responsible for Social Cohesion (Social Policies, Health Planning, Relations with voluntary associations), Tourism, Housing policies, Economic Development and Labour. Mr. Venturini, Deputy Mayor for Tourism, chairs the Management Organisation of the 'Venice' Tourist Destination, a body that aims to create forms of cooperation between public and private organizations with an aim to develop quality tourism through shared strategic lines.





# 50th Anniversary EHMA Venice 2024 **General Assembly** Hotel Excelsior Lido Resort, Venice (Italy) 12-14th April

Closing **Speaker**

## **Sir John Kirwan**

Our Closing Speaker



**Sir John Kirwan** is a globally recognised mental health advocate, author, entrepreneur, and a rugby legend. Known to most as JK, the former All Black and 1987 Rugby World Cup winner. JK was one of the first high profile athletes to help normalise conversations about mental health after a personal battle with depression and anxiety, and that vulnerability has paved the way for others to open up about their own experiences. In 2007 he published the book entitled "All Blacks Don't Cry", with which he decided to make known his experiences of fighting the depression which he was affected by during his competitive career. Became a "Sir" in 2012 for his services to mental health and years spent fronting public campaigns about mental wellbeing.

**John Kirwan's natural ability to generate passion and enthusiasm make him one of the most extraordinary speakers on the topics of team and people management in corporate contexts thanks to the qualities of a great athlete and coach, but above all of a great man.**

## Our **Moderators**



### **Francesca Senette**

After 15 years as television journalist and anchor on Mediaset's news program and hosting the daily afternoon show on Rai2 and two programs on La7D and Sky currently life coach, well-being expert and CEO of TrYbe, a hub for Yoga and well-being in the corporate sector and oversee projects related to women's empowerment



### **Anthony La Salandra**

Managing director of Risposte Turismo. For over 15 years, he coordinates the research teams on individual projects, and oversees the organization operations of the research company's forums. He also regularly carries out training activities within various institutions including Ca' Foscari University of Venice on Tourism Economics and Management of Hospitality firms.



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## Contacts & Directions

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Event secretariat:

**Clementson Travel Office S.r.l.**  
San Marco, 4960 - 30124 Venezia

Call us for any query  
+39 041 5200466  
or email us on  
info@clementson.it

### How to Reach the Excelsior Venice Lido Resort

#### **From Marco Polo Venice Airport**

Public transport is available taking the Alilaguna to the stop at Lido, Santa Maria Elisabetta. The trip takes about an hour. The Hotel is few minutes away by taxi or bus.

#### **From St Lucia Venice Train Station**

Public transport is available taking Vaporetto n° 1, 5.1 or 5.2 to the stop at Lido, Santa Maria Elisabetta. The Hotel is few minutes away by taxi or bus.

#### **By Car**

From Highways A4 (Milan-West/Trieste-East), A14 (Bologna-South), A27 (Cortina-North). Enter "Tronchetto" as the final destination in your navigator. Exit the highways at Venezia and follow the state road signs to Venezia. Cross the Liberty Bridge (approximately 4 km long), turn right at the traffic lights, proceed down the ramp and turn right at the roundabout. Proceed straight on past the Tronchetto Island parking facilities to the Lido Car Ferry Service Dock. Upon arrival with the car ferry at Lido, turn right into Riviera S. Nicolò and follow it into Riviera S.M. Elisabetta and P.le S.M. Elisabetta. Turn left into Gran Viale and run its full length. Turn right into Lungomare Marconi and proceed to the Excelsior Venice Lido Resort at n°41.

#### **ACTV Ferry-Boat Services: Booking Service**

Ferry-boat tickets can be purchased online [HERE](#). The price for a vehicle does not include the driver or any passengers, who can purchase their tickets online from the Venezia Unica website [veneziaunica.it](http://veneziaunica.it), through the free AVM Venezia Official App, or from the automatic ticketing machines at the waterbus stops or on land.

#### **Parking in the Hotel**

The Hotel has a private Garage (subject to charges) with valet service open from 8.00 am to 12.00 am. If you're bringing a car, motorcycle, or bicycle, you can take the car ferry from Venice's Tronchetto parking island.

### How to Reach the JW Marriott - Isola delle Rose - Hotel

#### **From Marco Polo Venice Airport, St Lucia Venice Train Station and P.le Roma Parking**

Hotel can be reached by private transportation via water cab.

#### **From San Mark's Square**

Complimentary shuttle service between St Mark's Square and our Resort.

The beauty of JW Marriott Venice is being a twenty minute ride by motorboat to St. Mark's Square and yet secluded from the crowds on a green private island.

Our private complimentary shuttle service connects to the Resort's own pier located in a strategic position, next to St. Mark's Square, just in front of the Royal Gardens.

The boat runs at regular times, from Isola delle Rose to and back; the ride takes about 20 minutes. Please, find more informations on how to reach the hotel on the official [WEBSITE](#)





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Our Partners

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