

#athocconference2018



Annual Conference

Denarau Island Fiji

2018

Disrupters - Dealing with Disruption | Agenda

**MON**  
**10/09/18**

**01**

3.45/  
4.30

**Board Update**  
Sofitel Denarau  
Ballroom 1

**02**

4.30

**ATHOC AGM**

**03**

5.30/  
7.30

**ICE Breaker Party**  
Wyndham Denarau  
Beachfront



# TUE 11/ 09

9.00/  
9.20

## Opening and Welcome to Fiji

*Faiyaz Siddiq Koya - Minister for Industry, Trade and Tourism - Fiji*

9.20/  
9.25

## Welcome

*Barry Robinson - ATHOC Deputy President and President and Managing Director, International Operations - Wyndham Vacation Clubs*

9.25/  
10.00

## The View from the Boardroom: What is happening in the World of Timeshare?

*We will hear from the CEO's for an update on the Industry from their eyes.*

*Facilitator: Joe Hickman, Vice President/Executive Director - Asia Pacific - Interval International*

*Panel: Barry Robinson, President and Managing Director, International Operations - Wyndham Vacation Clubs  
Craig Wood, CEO - Accor Vacation Club; Ramy Filo, CEO - Classic Holidays; Bill Minnock, Managing Director  
Asia Pacific - Marriott Vacations Worldwide; Mark Henry, CEO - ULTIQA*

10.00/  
10.30

## Customer Service: Unforgettable Experiences

*What does or can timeshare do differently? What could make us the leader of the pack?*

*Facilitator: Mark Stephenson, Chief Commercial Officer - Classic Holidays*

*Panel: Warren Cullum, Senior Regional Director of Operations - QLD, VIC & Fiji - Wyndham Vacation Clubs Asia Pacific; Brett Becker, General Manager Club Operations - Accor Vacation Club; Kit Whalley, Director for Business Development in Asia Pacific - Interval International*

10.30/  
11.00

## Morning Tea

11.00/  
11.20

## Asia Pacific Resort Development Organisation (APRDO)

*Newly formed and based out of Singapore, Bill will bring us all up to speed on the role of APRDO.*

*Bill Minnock, Managing Director Asia Pacific - Marriott Vacations Worldwide*

11.20/  
12.00

## Golden Opportunity, Timeshare Meets Asia:

### How timeshare can tap into one of the fastest growing tourism regions in the world

*Outbound Travel will soon make it the largest travel market. How can timeshare tap into this area and thrive?*

*Facilitator: Jonathan Mills, Managing Director - RCI APAC & DAE Global*

*Panel: Joe Hickman, Vice President/Executive Director - Interval International; Kieran McKenna, SVP Sales & Field Marketing - Wyndham Vacation Clubs Asia Pacific; Alicia Price, President Director Asia Club - Accor Vacation Club; Mark Allison, Project Director of Sales and Marketing - Marriott Vacation Club*

12.00/  
12.15

## The World of the Accommodation sector in Australia: Quick Update

*Richard Munro, CEO - AAoA*

12.15/  
12.30

## New Media Kit

*Use this great initiative to get a greater awareness of the timeshare industry out in your region.*

*Laura Younger, General Manager - ATHOC*

12.30/  
12.45

## Interval International Awards Presentation

12.45/  
2.00

### Lunch

Sponsored by Interval International

2.00/  
2.45

### Changes to RG160

What does it all mean? What impact does this have on sales, and how are we managing the process, and the reputation of the industry through this change?

Facilitator: Ramy Filo, CEO - Classic Holidays

Legal Panel: Tim Wiedman, Partner - McCullough Robertson

From a Sales Perspective: Jason Bavister, Project Director Fiji Sales - Wyndham Vacation Clubs Asia Pacific; Mark Ludbrook, General Manager Developer Operations - Accor Vacation Club; Mark Stephenson, Chief Commercial Officer - Classic Holidays; Mark Allison, Project Director of Sales and Marketing - Marriott Vacation Club

12.45/  
3.15

### Crisis Communications

When a crisis strikes what can be done to mitigate the damage? Angie Christofis, shares some simple strategies to help resort and timeshare industry teams prepare for and prevent crisis situations. This session covers crisis communications in the age of social media, and how the right planning and response can present an opportunity to build trust, credibility, and demonstrate your company's commitment to its customers.

Angie Christofis, Director of Public Relations - Wyndham Vacation Clubs Asia Pacific

3.15/  
3.30

### Afternoon Tea

3.30/  
5.00

### Team Building Exercise

Be casual and comfortable and ready to have fun!

Not telling Where!

5.30/  
7.30

### Cocktail Function

Hard Rock Cafe - Denarau Marina

# WED 12/ 09

9.00/  
9.50

### A word from HR - Talent Mindset: talent Acquisition/recruitment/retention

A word from HR - Talent Mindset: talent Acquisition/recruitment/retention; how to attract talent to the industry

Facilitator: Craig Wood, CEO - Accor Vacation Club

Panel: Bruce Harkness, SVP Human Resources - Wyndham Vacation Clubs Asia Pacific;

David McCullough, Director of Talent & Culture - Accor Vacation Club

9.50/  
10.30

### The art of the sale in Asia, and the opportunity for the Pacific region

Mark will enlighten you on some of his experiences in sales and discuss the importance of training in our industry.

Mark Carney, OBE - Carney Group

10.30/  
11.00

### Morning Tea

11.00/  
11.30

### Traditional Timeshare Products: Meeting the Needs of the Consumer?

Crisis/contingency/winding up. How do you go about it? How to exit a scheme? What happens if week's owners leave the week to the Resort?

Facilitator: Ivan Hill - ATHOC Director

Panel: Liam Crawley, CFO - Wyndham Vacation Clubs Asia Pacific; Mark Tull, Director - Island Palms Resort;

Tony Houlahan, General Manager - Mariner Shores Resort; Ramy Filo, CEO - Classic Holidays

# WED 12/09

11.30/  
12.00

## Consumer Travel Behaviour: How has it changed?

What is timeshare doing to address and adapt to those changes? Understanding what the major trends are and dealing with strategies to stay ahead. Short stay or long stay, market affordability and competitiveness. To what extent do the products need to be innovated or re-designed to cater for the upcoming demographic segments?

*Facilitator: Kevin Sharp, I.C.E*

*Panel: Mark Rice, General Manager Finance - Accor Vacation Club; Matt Taplin, SVP Hotel & Resort Operations - Wyndham Vacation Clubs Asia Pacific; Paul Gardiner, Director of Business Development & Affiliate Services - Pacific - RCI*

12.00/  
12.30

## What if?

What does timeshare look like in 2045?

*Ross Nicholas, SVP PR, Communications & Corporate Marketing - Wyndham Vacation Clubs Asia Pacific*

12.30/  
12.45

## RCI Awards Presentation

12.45/  
2.00

## Lunch

Sponsored by RCI

2.00/  
3.00

## Changing trends in Guest Intelligence data

The importance of online feedback. How the winners manage guest feedback, and a 'state of play' analysis of the timeshare sector.

*Avril Carter, Sales Director, Australasia - Reviewpro*

3.00/  
3.30

## Afternoon Tea

3.30/  
4.00

## What is happening in the life of Strata?

Trevor will discuss what is happening in the strata sector and use some case studies as examples.

*Trevor Rawnsley, CEO - Australian Residential Managers Association - ARAMA*

4.00/  
4.20

## "Mid-Life Oasis"

How to re-align, re-inspire and re-launch yourself when you hit life's lulls.

*Sam McCool*

4.20/  
4.30

## Wrap Up

*ATHOC President*

7.00/  
10.00

## Coco Palms at the Westin Hotel

A magnificent LOVO feast, dancing and Awards night

**#athocconference2018**

Phone 61 7 55 267003

info@athoc.com.au

www.athoc.com.au