

Programme

8:30

Enregistrement des participants

9:00 - 9:15

Introduction Vladi Kovanic

9:15 - 10:00

Designing the wellness experience: architecture & interior

Robert Henry (C.E.O.) - Robert Henry Architect – New York, USA

10:00 - 10:45

Creating spa economic transparency & delivering maximized spa profits

Roger Allen (C.O.O.) - Thermarium Spa Financial Consulting – United Kingdom

10:45 - 11:00

Pause café

11:00 - 11:45

Spa and the future leadership climate

Anna Bjurstam (C.E.O.) – "Raison d'Etre" – Suède

11:45 - 12:45

Round Table on "Innovation in technology and design: trends and their marketing"

Moderateur : Phillippe Coulibaly (Directeur Général) - Ritz Health Club – France

12:45 - 14:30

DEJEUNER DEBAT: Partage d'expérience.

Dédicace de l'ouvrage de Robert Henry

14:30 - 15:15

Operating profit of your spa – Ten most common mistakes not to make

Suki Kalirai (C.E.O.) – Carlton Institute – Royaume Uni

(Président de la Spa Business Association UK)

15:15 - 16:00

Spa customer satisfaction: Perception of the spa offering ? Expectation of the spa services?

Olivier Petit (Associé) – Deloitte – France

Gwenaëlle Borniche – Qualitelis – France

16:00 - 16:30

Pause café

16.30 - 17.30

Round Table on "Beauty, Wellness, Spa treatments... and sustained development"

Moderateur : Dominique Derwa – France

17.30-17.45

Information on CHARTE QUALITE SPA France

Aldina Duarte présidente de la association SPA-A

17:45 -18:30

2009 Remise du prix HOTel & SPA 2009 et cocktail de clôture

* sous réserve de modifications