



ACTE Warsaw Executive Forum

Date: April, 23

Time: 09:30 – 18:00

Venue: Renaissance Warsaw Airport Hotel

Program:

09:30–10:00 Registration. Welcome coffee

10:00– 12:00 **Block #1**

Welcome message

Moderator – *Irina Mikhalkova , Executive Director ABT–ACTE Russia*

Corporate Travel Trends. What is the industry after in 2018?

Winfried Barczaitis, managing owner of Barczaitis GbR Business Support, veteran in the travel industry for 40 years.

The essence of managed business travel. Polish perspective.

Maciej Niechaj, sales manager HRG Poland

Corporate Travel Program and its specifics in «small markets».

Baiba Luse, Head of Business travel department, Baltic Travel Group

Panel discussion on corporate Hotel Program

Zaneta Szpakowska, Director Global Sales Marriott International

Monika Banka, Event & Marketing Coordinator, Tupperware

Ewa Piotrowska, EMEA Travel Program Coordinator, International Paper

Winfried Barczaitis, managing owner of Barczaitis GbR

- 1. At what point should corporate buyers start considering corporate rates with hotels?*
- 2. What are the benefits and drawbacks of corporate agreements with hotels?*
- 3. Do hoteliers need corporate segment?*
- 4. Why corporate customers are often faced with difficulties*

with corporate agreements, such as uploading of corporate tariffs in GDSs

5. *What is the role of TMS in case corporate buyers sign up with hotels directly?*
6. *What do customers lack in modern hotel programs? What additional benefits could be included for corporate clients?*
7. *Are corporate hotel tariffs and guests' loyalty programs friendly?*

12:00–12:30

Networking coffee break

12:30–14:00

Block #2

Moderator – *Michał Bernatek, Regional Sales Director, Weco–Travel Services*

Corporate agreements with Airlines. Panel discussion

Anna Luchowska, Grupa Zywiec

Piotr Wiklak, Sales Specialist in LOT Polish Airlines

Anita Zoltai–Szabo, Director Business Development Flight Refund

Chris Pouney, MSc. MCIPS, Corporate Travel Procurement Consultant

1. *When should the corporate buyer start thinking about direct agreements with airlines?*
2. *What are the requirements of airlines towards buyers who are looking at 3D agreements?*
3. *Is it possible to open new benefits for corporate clients? Do airlines have in plans introducing special services for corporate clients?*
4. *What do airlines and buyers think about ban on double bookings with subsequent cancellation?*
5. *Optimal booking time . Are figures 21.14.7 (days before departure) still relevant to ensure best price?*

To TMC or not. Moving from TMC to In–house Travel Department and back.

Chris Pouney, MSc. MCIPS, Corporate Travel Procurement Consultant, Severnside Consulting (London)

Procurement strategies SLA & KPI.

Anna Kuznetsova, 25 years experience in business travel market, expert in integration of international practices into local markets.

14:00 – 15:00

Lunch

15:00 – 17:00

Block #3.

Moderator – *Krzysztof Celuch, CEO | Owner in CELUCH Consulting*

Traveller's centricity: should travel program be tailored to the travellers' needs? Travellers' tribes of the 21st century.

Gavin Teale , Travelport Managing Director Eastern Europe, Russia & CIS

Sustainable corporate travel

Krzysztof Celuch, CEO | Owner in CELUCH Consulting

Travel manager's role. Qualifications for success.

Interactive voting,

Irina Mikhalkova , Executive Director ABT–ACTE Russia

17:00 – 18:00

Closing Cocktail

Partners



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