



HOSPITALITY TODAY:

Balancing High Tech with High Touch



Organized by
Welcome Address by Mr Kenneth Li, President of SHA.

A Landmark Event

The inaugural Hospitality Exchange 2024 has officially concluded, marking a significant milestone in the hospitality industry's journey towards embracing innovation, sustainability and human capital development. Held on 3 October 2024 at Hilton Singapore Orchard, Hospitality Exchange 2024 brought together close to 300 industry leaders, professionals and solution providers from across the region to discuss and exchange ideas on the future of hospitality.

↓ Read on for more [Event Highlights](#) on:

Keynote Sessions, Panel Discussions, Marketplace Exhibitions and many more. Keep Scrolling!



Guest-of-Honour, Mr Olivier Lim, Chairman of STB, speaking at Breakfast Session to SHA Board members and Hospitality Exchange speakers.

Opening Ceremony

Mr Lim set the stage with a powerful opening address, highlighting the importance of balancing technological advancement with human-centered service. His speech reaffirmed the industry's commitment to driving progress while maintaining a personal touch in hospitality.



Representatives from Ascott International Management and The Ritz-Carlton Millenia Singapore receiving the WSG Workforce Transformation Award from Ms Julia Ng, Assistant Chief Executive of WSG (far left) and Mr Olivier Lim.



Breakfast Session

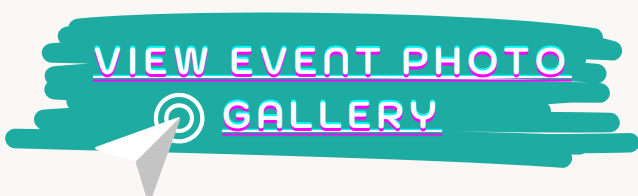
The morning started with a Breakfast Session attended by SHA Board Members, GOH Mr Olivier Lim, Chairman of STB and speakers of Hospitality Exchange. This exclusive gathering fostered an intimate environment for conversations on the industry.

Keynote Presentations



Michael Vaz, Global Leadership & Culture Coach (Luxury Hospitality Brands), MVP Leadership, decoding the true drivers of employee and guest engagement in *The Only Way to Win*.

Revolving around the theme of "Hospitality Today: Balancing High Tech and High Touch", our thought leaders in the hospitality space treated attendees to 5 insightful keynote speeches.



“If we have leaders who are able to be GREAT, by waking up every morning and treating our people with love, care, respect and fueling powerful and positive emotions above all, we’re going to have pretty engaged heartists (employees), and they in turn will engage our guests, build loyalty and bring us profit and **grow our brand!**”

Michael Vaz

Global Leadership & Culture Coach
(Luxury Hospitality Brands)
MVP Leadership



Adam Mogelonsky, Partner, Hotel Mogel Consulting Limited, closed Hospitality Exchange 2024 with a overview of the transformative potential of wellness trends which will shape the hospitality industry over the next decade.



Ahmed Disokey, Group Vice President of Hotel Technology, AccorInvest, presented a compelling business case for adopting cloud technology in the masterclass - *Hotel Tech Transformation Journey (Hotel of Tomorrow)*.



Co-founder of citizenM, Michael Levie, offered practical insights to enhancing guest experiences and driving organizational success through effective digital transformation in *Bridging the Tech Gap a Dream Come True!*



Delving into data and insights in *Singapore Sustainability Trends*, Eric Ricaurte, CEO of Greenview, showcased best practices from industry leaders to highlight the way forward.

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Panel Discussions



Mr Andrew Cameron, one of four moderators at Hospitality Exchange, steering the discussion on Co-Creating the Regenerative Hospitality Experience .



Audience participating in the panel discussion by posing a live question to the panelists.

Four main panel discussions formed the heart of Hospitality Exchange 2024. Over candid conversations, panelists delved into the complexities of integrating technology into the hospitality workforce without losing the personal touch and shared actionable strategies on embedding regenerative practices into business imperatives.

“**THIS** is a great conference for General Managers. The panelists are **Inspirational** and we get to network with them as well. I definitely learned something **New!**”

Hospitality Exchange Attendee
Hotel General Manager



Ms Patsy Ng [Left] and Mr Sean Tan [Right] in the panel discussion People + Tech - A New Workplace Paradigm.



Marketplace

Exhibitors Showcase: Spotlight on Innovation

The exhibition hall buzzed with energy as attendees explored the latest offerings from our exhibitors. We are thankful to our Exhibitors for showcasing cutting-edge solutions, from AI-driven guest management systems to eco-friendly hospitality products. It provided an excellent platform for networking and forging new partnerships.

Featured Exhibitors

ABB (<https://new.abb.com/buildings/hospitality>)

Aiello (<https://aiello.ai/>)

Amglow (<https://amglow.com/>)

BDE Technology (<https://bdetech.com/>)

Canary Technologies (<https://www.canarytechnologies.com/>)

Circular Unite (<https://www.circularunite.com/>)

Intellihub (<https://intellihub.com.sg/>)

Jestac (<https://www.jestac.com/>)

LG Electronics Singapore (<https://www.lg.com/sg/business/>)

LionsBot (<https://www.lionsbot.com/>)

Omni-Comm (<https://www.omnicomm.com.sg/>)

SHATEC (<https://class.shatec.sg/>)

Shiji (<https://www.shijigroup.com/>)

Starhub (<https://www.starhub.com/business.html>)

Times Software (<https://www.timesoftsg.com.sg/>)

TOPPAN NEXT TECH (www.toppannext.com/our-companies/toppan-next-tech/)

Winnow (<https://www.winnowsolutions.com/en/videos>)

Workplace Safety and Health Council (<https://www.tal.sg/wshc>)

Cocktail

Celebratory Toasts and Unique Flavors



Hospitality Exchange Cocktail reception was an unforgettable evening of celebration and camaraderie. Attendees raised their glasses in congratulatory toasts, marking the successful conclusion of the event.

Special thanks go to our cocktail partners, who elevated the experience with their innovative creations.



Edible insects added a thrilling and adventurous twist to the evening, sparking conversations and curiosity among the guests.

Cocktail Partners



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Acknowledgments

The success of Hospitality Exchange 2024 would not have been possible without the tireless efforts of many individuals and organizations. We extend our heartfelt thanks to:

- Our **Guest of Honour, Mr Olivier Lim**, for gracing the event with his inspiring insights and leadership.
- Our Supporting Partners, **Singapore Tourism Board** and **Workforce Singapore**.
- All **Speakers, Panelists, and Moderators**, whose expertise and perspectives made this event a resounding success.
- Our **Principal Sponsor, LG Electronics Singapore** and **Digital Spot Sponsors** for their generous support.
- The **Exhibitors** for showcasing the latest innovations that are shaping the future of hospitality.
- The Organising Committee for their hard work and dedication in making Hospitality Exchange 2024 an unforgettable experience.
- And, of course, all **Attendees** who joined us and contributed to the vibrant exchange of ideas.



See You at Hospitality Exchange 2025!

We look forward to welcoming you back for an even bigger and better event next year!

[HTTPS://HEX2024.SHA.ORG.SG/](https://hex2024.sha.org.sg/)