



LA FONDATION POUR LA FORMATION HÔTELIÈRE

## HOSPITALITY PEOPLE MANAGEMENT

This Seminar for hospitality and tourism managers, educators and senior students is funded by:

**LA FONDATION POUR LA FORMATION HOTELIERE,  
Talstrasse 1, 8022 Zurich, Switzerland**

**FACILITATORS:** Elizabeth M. Ineson BEd(Hons) MSc PhD Cert Ed (Dist) FIH FITT  
Liljana Sokolova, Dipl. org. tur.; Cluster Training Manager at Kempinski Palace  
Portorož and Kempinski Hotel Adriatic

**LOCATION:** University of Primorska, Faculty of Tourism Studies Portoroz - Turistica,  
Obala 11a 6320 Portoroz

**DATES:** Thursday, May 12th and Friday May 13th 2022

### PROGRAMME:

Thursday, May 12<sup>th</sup> 2022

#### Ethical Business Management

0945 Arrival and Coffee

1000 Welcome: by dr.Marijana Sikošek, dean on behalf of the University of Primorska and  
Dr Elizabeth Ineson on behalf of La Fondation pour la Formation Hôtelière; Introductions

1015 Session 1

1145 Break

1215 Session 2

1345 Evaluation

1400 Close

Friday, May 13<sup>th</sup> 2022

#### Developing Future

0945 Arrival and Coffee

1000 Welcome: by Marijana Sikošek, dean on behalf of the University of Primorska and  
Dr Elizabeth Ineson on behalf of La Fondation pour la Formation Hôtelière; Introductions

1015 Session1

1145 Break

1215 Session2

1345 Evaluation

1400 Close

### Acknowledgements

The facilitators would like to thank:

- **La Fondation pour la Formation Hôtelière** for their sponsorship, continued support and interest;
- **Manchester Metropolitan University** for their ongoing support and assistance;
- **University of Primorska, Faculty of Tourism Studies Portoroz – Turistica** for their sponsorship, support and assistance with the planning, organisation and implementation of the seminar;
- the personnel 'behind the scenes' - those staff, administrators and students who have contributed to the marketing, planning, organisation and execution of the event;
- **you** - the delegates who have agreed to participate in this communication process.

## **THE FACILITATORS**

**Elizabeth M. Ineson** read Psychology and Mathematics before completing a PhD in Hospitality Education and Management. Currently she is a Visiting Research Fellow at Manchester Metropolitan University, UK, and the Operations' Manager for the charitable trust, La fondation pour la formation hôtelière (FH). Liz organises and delivers sponsored industry/education management seminars for FH in 30 institutions within 19 Central and Eastern European countries. She has been awarded fellowships of both the Institute of Hospitality and the Institute of Travel and Tourism for her research contributions. In 1999, she won the EuroCHRIE President's award for outstanding achievement and she was the Director of Research on the EuroCHRIE Board from 2012-2017. The focus of Liz's work is on experiential and action learning to underpin international research and consultancy through industrial links and staff development. In 2005, she edited the textbook: 'Current Issues in International Tourism Development', focusing on Central and Eastern Europe. Liz has conducted over 120 Hospitality research projects and seminars for companies in the UK, USA and Europe. The results of these efforts are reflected in over 280 publications, including >50 refereed journal papers in addition to conference contributions, short courses, seminars and reports. She is an internationally renowned researcher in the field of management education, selection and development who oversaw the development of a Manchester Met. validated MSc course in International Hospitality Management at the University Centre César Ritz in Switzerland where she has taught and advised on staff development. Liz has been awarded an Honorary Professorship by Budapest Business School - University of Applied Sciences and, currently, she is a Visiting Professor at the National Kaohsiung University of Hospitality and Tourism in Taiwan. She has co-edited 12 case study books with Valentin Niță, assisted by Graham Stone, Kathryn Wells, Melanie Smith and Matthew Yap. They are entitled: International Case Studies for Hospitality and Tourism Management Students, Volume 1; International Case Studies for Hospitality and Tourism Management Students and Trainees, Volumes 2-4; International Case Studies for Hospitality, Tourism and Event Management Students and Trainees, Volumes 5-12. In 2020, International Case Studies for Hospitality and Tourism Ethics Management Students and Trainees was published, co-edited with Matthew Yap and Mark Gosling.

**Liljana Sokolova** graduated as the student of the first generation of Faculty of Tourism Studies Portoroz – Turistica, having gained wide scope of knowledge with experiencing all the Front Office ranks at the Hoteli Lifeclassas, Human Resources Management and Management of Pedagogical Sector at Mladinsko zdravilišče in letovišče Debeli Rtič and became a versatile expert in the field of hospitality, who joined Kempinski Palace Portorož in 2013, where she excelled her skills at various positions and departments and worked her way up the ranks. She moved from the Groups & Events department, where she worked for four years and left with the title of Groups & Events Manager to the position of Training Manager in 2019, showcasing exceptional brand knowledge, desire to improve quality and expressing the true Kempinski DNA values in her day to day activities, adding Kempinski Hotel Adriatic in Croatia to her team development portfolio in 2021. With her current position of Cluster Training Manager, she keeps ensuring that all the departments continue to grow, develop and take ownership that every training initiative has the objective of optimising guest experience, driving sustainable profitability and ensuring all delivery of consistent operational excellence, guaranteeing brand differentiation in the luxury hotel segment. As a mother of two young ladies and a former basketball player, Liljana takes the advantage of her experiences and entirely enjoys her role of team development proponent.

**Your contribution to the debates would be very much appreciated and you are therefore invited by the University of Primorska, Faculty of Tourism Studies Portoroz – Turistica to participate in the seminar and discussions.**

**Please note: Some of the class materials will be in English; although the presentation on Day 1 will be in English, the discussions can be in Slovenian.**