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National Hospitality Conference 2013: a Report

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7th National Hospitality Conference in association with Hospitality Ireland. Four Seasons Hotel, Ballsbridge, Dublin 21st October 2013

A major word of thanks to Ms. Emily Hourican (Editor, Hospitality Ireland) and Mr. Gordon Hunt (Deputy Editor, Hospitality Ireland) for their kind invitation to attend this years 7th National Hospitality Conference. The students really enjoyed the key speakers and special panel members from the industry. Highlighted below is an explanation of these speakers and the special papers and topics which they presented to a packed audience.



DIT Bar Studies students and their Lecturer James Murphy at the 7th National Hospitality Conference.

Theme of the Conference – *Doing business better*

Key Speakers

Phillip Smyth – ‘*Hospitality as a Profession: our Role as Stakeholders*’

Phillip Smyth is Director of the Shannon College of Hotel Management, Ireland’s only dedicated hotel management college over the last 24 years has developed the college from a small private hotel school to a world renowned recognised college of the national University of Ireland. The number of enrolments has doubled in this time and the international reach of the college has greatly extended.

Nick Lander (with Derry Clarke) – ‘*The making of a Successful Restaurant*’

Nick Lander is a restaurant consultant and food writer. He studied at Cambridge University and Manchester Business School, before establishing himself as one of Britain’s foremost restaurateurs in the 1980s with L’Escargot restaurant in Soho, London, where he fed everyone from Princess Diana to rock stars and senior politicians. Since 1989 he has been the restaurant correspondent for the Financial Times, where his weekly columns under the byline of ‘The Restaurant Insider’, have looked at themes and trends in the restaurant industry. He has been a food critic on BBC’s Masterchef and is also a catering consultant to a selection of British arts organisations and companies. His recent book, the highly-acclaimed *The Art of the Restaurateur*, profiles some of the world’s best restaurants. Nick is married to wine expert Jancis Robinson.

Tim Healy – ‘*How to Know Your Customers Better*’

Tim Healy has worked for over thirty years in the marketing services sector and is the managing director of Marcator – a marketing research and strategy consultancy which he founded in 1996. He has managed projects across a wide range of business types both in Ireland and abroad. He regularly works with Bord Bia and with a number of well known food and drinks brands. He is a graduate member of the Marketing Institute of Ireland and currently Chairman of the Association of Irish Marketing Research Organisations.

Jonathan Doughty

Jonathan Doughty is the founder and Group Managing Director of Coverpoint Foodservice Consultants, an international management consultancy working in over 50 countries. Previously a chef and restaurant, he has various management roles with Trusthouse Forte, Marriott and Mars. Coverpoint have completed projects in the Far East, Africa, South America, mainland Europe and the Nordics, working with many world-class developers, architects and design houses. Jonathan is also the past UK

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and Ireland Chairman of the Foodservice Consultancy Society (FCSI), the Chairman of FCSI EAME and on the FCSI Worldwide Board, as well as an active member of the BCSC UK Executive. Jonathan is also a regular contributor to trade journals and press, and sits on the judging panel for the Cateys.

Special Panel Members

Restaurant & Hotel Panel

Elaine Murphy, The Winding Stair, tim Magee, Host & Co, Andrew Lawlor, Le Plancha, Patrick O'Flaherty, Ballynahinch Castle, Ray Byrne, Wineport Lodge.

Pub & Nighclub Panel

Kristian Burness, The Waterloo, Deirdre Devitt, The Two Sisters, Seaneen Sullivan, L. Mulligan Grocer, Darren Moore, the Church, Anthony Friel, Foundry Nighclubs.