

Global Hospitality

During industry change, human capital is your strongest asset.

Korn Ferry's Global Hospitality practice focuses on helping firms find, develop, and retain best-in-class talent by utilizing the leading intellectual property in the human capital industry. The challenges of a constantly transforming industry demand nimble, flexible leaders who can lead change, drive innovative solutions and leverage technology.

Our focus on the Global Hospitality industry means we know the trends, issues and people that drive the sector. The benefits of a specialty practice supported by the resources and reach of the largest executive search firm in the world are compelling. We offer a full range of solutions designed specifically to address the hospitality sector's needs, including executive search, competency-based assessments, interactive leadership development programs, one-on-one coaching, strategic talent design, and succession planning.

Transformation requires agile leaders.

Global economic conditions, access to capital, customer acquisition, loyalty and the ability to identify and form strategic partnerships, all influence the types of leaders needed in the Hospitality sector. Our focus on the Global Hospitality industry means we know the trends, issues and people that drive the sector.

Sectors served:

- ▶ Acquisitions & Development
- ▶ Design & Construction
- ▶ Asset & Portfolio Management
- ▶ Brand Management
- ▶ General Management & Operations

Roles:

- ▶ Board of Directors
- ▶ CEO
- ▶ Financial Officers
- ▶ General Counsel
- ▶ Sales & Marketing
- ▶ Finance
- ▶ HR
- ▶ Information Technology and Digital
- ▶ Investor Relations
- ▶ Mergers and Acquisitions
- ▶ Property Management

Global presence, local expertise.

- ▶ Our Global Hospitality practice draws on the extraordinary advantages of being integrated in the world's leading executive search firm. From a network of nearly 80 offices to functional practice groups, we bring unique breadth and depth to our clients.
- ▶ We are strategically positioned to meet the C-suite and functional talent needs of the Global Hospitality industry. Our network includes key leaders in the industry.
- ▶ We partner with leading C-Corp, Boutique Hotels, Hospitality REITs, Asset Management firms, and Private Equity firms ranging in size from start-up to Fortune 500. Our professionals collaborate as a global team to help firms identify talent, drive their development, and reduce risk during executive transitions.
- ▶ We are the only firm that can help you both identify internal and external talent and develop them simultaneously through proven solutions that meet and exceed your expectations. We offer a full range of solutions designed specifically to address the hospitality sector's needs, including executive search, competency-based assessments, leadership development programs, strategic talent design, and succession planning.
- ▶ As thought leaders in the industry, we take pride in providing counsel on market dynamics, industry trends, and assessment of market talent. We are here to help you leverage talent as a key competitive advantage.

Our team



Glen Schostak
Princeton
glen.schostak@kornferry.com



Hoda Tahoun
New York
hoda.tahoun@kornferry.com



Elaine Dinos
Atlanta
elaine.dinos@kornferry.com



Sally Elliott
London
sally.elliott@kornferry.com



Christina Reti
London
christina.reti@kornferry.com



Jimmy Ho
Hong Kong
jimmy.ho@kornferry.com



Liza Sze
Hong Kong
liza.sze@kornferry.com



Alica Yi
Singapore
alicia.yi@kornferry.com



Josephine Chau
Shanghai
josephine.chau@kornferry.com



Jonathan Holmes
Dubai
jonathan.holmes@kornferry.com

Partnering with clients to facilitate transformation.

Client: Global Hospitality Company

Situation: The company was looking for a global strategic partner for diversified talent solutions to accommodate all of their executive search, mid-level recruiting and leadership and talent development requirements throughout the companies global operating business.

Solution: Korn Ferry developed an account team in three major regions; United States, Asia Pacific, and Europe and the Middle East. We worked closely with our client to develop a custom leadership assessment program that included detailed reports for internal and external candidates. The assessment program was completely integrated into our executive search and FutureStep (our mid-level recruiting and RPO business) global initiatives.

We have successfully completed numerous assessments, executive and mid-level searches globally for our client. Our regular interface with business unit leaders regarding assessment results allows us to review candidate learning agility to enhance team performance and effectiveness.

Client: Private Equity Owned Hospitality Company

Situation: The Founder/Chairman of the company and the PE sponsor were ready to bring in a CEO to transition the company to a larger growth platform within the limited service hospitality sector. They recognized the need to evaluate and assess CEO level candidates that could co-develop the strategic plan and had demonstrated the ability to drive growth initiatives.

Solution: Korn Ferry's Global Hospitality Practice was retained to meet with the Board to discuss the near term and long term strategy of the Founder and Sponsor. We identified the key attributes required to make an impact on the business and the leadership skill set required to enhance the organizations effectiveness in the market.

We successfully attracted a range of candidates that met the requirements not only regarding the industry and leadership expertise, but also had experience in their careers within an entrepreneurial environment. This was vital to the potential success of a candidate as the Founder was still involved and continued to be creative on how to impact market share through product innovation and targeting specific market segmentation. The board interviewed several finalist candidates narrowing the pool down to two, of which one was chosen to fill the role using a variety of Korn Ferry assessment tools, which included Decision Styles and a focused interview guide. The client is pleased with the outcome and the results they are experiencing with the new leader.

About Korn Ferry

At Korn Ferry, we design, build, attract, and ignite talent. Since our inception, clients have trusted us to help recruit world-class leadership. Today, we are a single source for leadership and talent consulting services to empower businesses and leaders to reach their goals. Our solutions range from executive recruitment and leadership development programs, to enterprise learning, succession planning and recruitment process outsourcing (RPO).

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