

TRAVEL, HOSPITALITY AND LEISURE SECTOR

Expertise of a specialty. Reach of a global firm.

attract



engage



develop

retain



INSIDE

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Global Travel, Hospitality, and Leisure Coverage

North America

South America

Europe, Middle East & Africa

Asia Pacific

To successfully serve the needs of our clients, Korn/Ferry International's Global Travel, Hospitality, and Leisure Sector combines the expertise and service of a specialty practice, with the reach, leverage and depth of resources offered by the world's largest global firm.



KORN/FERRY'S TRAVEL, HOSPITALITY, AND LEISURE SECTOR

“If your actions inspire others to dream more, learn more,
do more and become more, you are a leader.”

—John Quincy Adams



The Korn/Ferry Travel, Hospitality, and Leisure team brings together deep industry experience and knowledge with executive search expertise. This unique combination provides our clients with the business insights, skills and tools needed to solve their human capital needs.

Our focus on the Travel, Hospitality, and Leisure 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..

The Focus of a Travel, Hospitality, and Leisure Industry Specialty Practice Our consultants bring industry, functional, and regional expertise to support our clients. The team draws on high-level professional networks, industry knowledge, and internal research resources to give us a broad reach in identifying potential candidates.

The Strength of an Executive-Led Process Every search is led by a senior partner to ensure that client needs are fully understood and that candidates are approached by peers. The insights and advice that we offer both clients and candidates is greatly valued and helps attract the best talent to our client organizations.

The Reach of a Global Firm Our Travel, Hospitality, and Leisure practice draws on the extraordinary advantages of being a part of the world's leading executive search firm. From a network of nearly 80 offices to functional practices for roles such as financial officers, human resource officers, heads of marketing, and Board & CEO positions, we bring unique breadth and depth to our clients.

The Leverage of Unique Candidate Assessment Tools Beyond our deep research capabilities, database, and other resources, we use Korn/Ferry's proprietary candidate assessment tools. This intellectual property is statistically proven to generate better results in identifying and evaluating the ideal candidate for a specific position.

DELIVERING QUALITY GLOBALLY

More Travel, Hospitality, and Leisure companies across the globe trust Korn/Ferry than any other firm to deliver and develop the best executives to run their organization.

3,000+

of the industry's finest employees

41

countries throughout the Americas, Asia Pacific, Europe, the Middle East and Africa

89

offices in the world's major business centers

200,000

client engagements conducted since our founding

BROAD INDUSTRY COVERAGE

We provide our clients with broad market coverage across all sectors and industry segments, recruiting CEOs, executives, senior professionals and board directors across the broad spectrum of Travel, Hospitality, and Leisure.

Car Rental Companies
Casino Gaming
Casual Dining and Food Service
Convention Bureau and Centers

Cruise Lines
Gaming Devices and Software
Hotels and Resorts
Online & Retail Gaming

Racetracks and OTB
Reservation Companies
Time Share/Vacation Ownership
Tour and Travel Agencies

Functional Coverage

Asset/Portfolio Management
Board Directors
Brand Management
CEO/C-Suite
Development

Financial Officers
General Counsel
General Management
Human Resources
Information Technology & Digital

Investor Relations
Marketing/Sales
Mergers and Acquisitions
Property Management and
Operations

18,050

professionals
placed last year

7M

executives in
our proprietary
database

43

years of client
excellence

OUR SEARCH PROCESS

Korn/Ferry's consultants adhere to a best practice search process



1
Define
Requirements

2
Build Strong
Candidate
Pool

3
Screen
Candidates

4
Arrive At
Short List

5
Assess
Finalists

6
Behavioral
Interviews

7
Executive
Feedback

Define Requirements

- Analyze client's business and culture
- Establish search process, weekly updates, and search committee
- Determine mission critical characteristics for the role

Build Strong Candidate Pool

- Conduct targeted research
- Search proprietary database
- Assess internal candidates
- Source network of contacts

Screen Candidates

- Contact, screen, and evaluate candidates
- Present long list to client

Arrive at a Short List

- Prepare background candidate profiles
- Compare candidate results to Success Profile

Assesses Finalists

- Conduct reference checks (360° feedback)
- Select finalist with Korn/Ferry
- Assess results using a detailed candidate evaluation report

Behavioral Interviews

- Conduct finalist interview using behavioral analysis
- Obtain feedback from candidate and client of interview and online results

Executive Feedback

- Assist in drafting/presenting offer letter
- Create smooth transition
- Ensure client satisfaction

PROPRIETARY ASSESSMENT TOOLS

In addition to our deep industry knowledge and expertise, Korn/Ferry also incorporates a robust assessment tool that evaluates other critical elements of a candidates competency. These include “best-in-class” profiles of successful leaders that allow us to tailor your specific needs through:

Customized Competency Modeling

We identify key research-based Leadership Characteristics needed for success in a specific leadership position and company culture. This process creates alignment and agreement among the hiring manager and those on the selection committee at the onset of the search process.

Executive Assessment and Benchmarking

We assess candidates against known patterns of success and against Leadership Characteristics that clients identify as Mission Critical, Important, and Less Important within their unique culture. Our proprietary assessment tool predicts fit by level, industry, function, and culture.

Structured Behavioral Interviewing

Our process will provide clients with tailored interview questions to evaluate candidates with a disciplined rigor against the Mission Critical Leadership Characteristics.



Studies show that the main reason people are unsuccessful on the job is due to a lack of behavioral and/or cultural fit with the organization, not a lack of skills.

MARKET INTELLIGENCE

At the foundation of our Travel, Hospitality, and Leisure sector is a significant financial and organizational commitment to industry research and knowledge management across all Korn/Ferry industry practices. We have established a deep research function supporting our consultants who are in the market continuously, expanding and refining our database of executives and professionals across all functional areas. There is no other firm with such an extensive global network of search consultants that manages such an integrated research process.

Proprietary search management tools

Korn/Ferry has designed and developed the most comprehensive database management tool in the industry. Searcher Express is a fully integrated and sophisticated technology that manages information across the globe encompassing all companies and professionals in the Travel, Hospitality, and Leisure industry.

Through the commitment of our Travel, Hospitality, and Leisure team and colleagues in other specialty practices such as Human Resources, Financial Officers, Private Equity, Technology and Marketing, we capture information across all organizational functions that support our clients. Our proprietary tools are also supplemented by the acquisition of third-party resources that provide up-to-the-minute information on organizations and professionals in the industry.

Market Intelligence Team

Complementing our search management process is the Market Intelligence Team, a dedicated team of professionals who manage business information and proprietary research. They provide strategic market advisory services to executives through a global network of researchers, consultants and client relationships. This dedicated unit provides real-time and reliable analysis and evaluation of organizations and market trends, providing our client with the ability to make more informed and better business decisions.

“Knowledge has become the key economic resource and the dominant, if not the only, source of competitive advantage.”

—Peter F. Drucker

OUR GLOBAL TEAM



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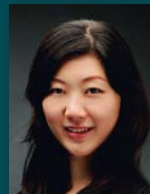


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GLOBAL PRACTICE LEADERSHIP



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Glen Schostak is a Senior Client Partner in Korn/Ferry International's Princeton office and Global Sector Leader of Travel, Hospitality, and Leisure within the firm's Global Consumer Market.

Mr. Schostak provides executive search and human resources consulting services to Global 100 and Fortune 500 companies as well as start-up and fast-growth companies within the hospitality and casino gaming related sectors. His expertise includes senior level search assignments in the gaming and hotel/resort industries, theme parks and attractions, restaurant and food service groups, cruise lines and travel services.

With more than 18 years of experience in executive search, Mr. Schostak is recognized as an informative consultant in the industry having served over 250 hospitality related clients in pursuit of C-Suite and board level talent. His recent casino gaming and hospitality work includes senior level engagements with many of the world's leading brands.

Mr. Schostak holds a bachelor's degree in communications from Temple University.



North America



Tierney Remick

Tierney Remick is a Senior Client Partner and Global Market Managing Director of Korn/Ferry International's Global Consumer Market. She is also a member of Korn/Ferry's Global Operating Committee.

Ms. Remick is a veteran of executive search, having spent more than 18 years in the industry serving clients in the fast-moving consumer goods and retailing industries. Functionally, she has depth of experience in the recruitment of executives at the general management or C-suite level (CEO, COO, and CMO) and board level assignments.

Ms. Remick earned her bachelor's degree in English from Princeton University.



Bonnie Crabtree

Bonnie M. Crabtree is a Senior Client Partner and Office Managing Director of Korn/Ferry International's Miami office. She is also a leading member of the Firm's Global Consumer Market, specializing in both the Consumer Products and Travel, Leisure and Hospitality Sectors across the Southeast.

Ms. Crabtree joined Korn/Ferry in 1993 in Atlanta before moving to Miami in 1998. Prior to joining the Firm, she was a consultant with another major executive search firm. Earlier, she spent ten years with Norrell Corporation. As director of human resources, she led assessment, compensation and benefits, executive recruitment, training and employee relations initiatives. Her early career was spent teaching in American high schools and colleges in Germany.

Ms. Crabtree holds a master's degree in administration and a bachelor's degree in business administration from Tennessee Technological University.

Latin America



Maria Elena Valdés

Maria Elena Valdés is a Senior Client Partner in Korn/Ferry International's Mexico City office, and Regional Market Leader of the Firm's Global Consumer Market for Latin America.

As head of Korn/Ferry's Latin American Consumer Market, she focuses on recruiting executives within consumer products, which includes areas such as apparel and shoes, food and beverages, furniture, appliances and furnishings and personal, health and beauty products, as well as consumer services, which includes real estate, entertainment, information, travel, retailing, recreation and distribution.

Ms. Valdés holds a master's of business administration degree and a master's degree in communication from the University of Denver

Europe, Middle East & Africa



James Hyde

James Hyde is a Senior Client Partner in Korn/Ferry Whitehead Mann's London office and member of the Firm's Global Consumer Market, focusing on the Travel, Hospitality, and Leisure Sector. He is also an active member of the Firm's Board & CEO Services Practice, focusing on senior appointments in public companies.

Mr. Hyde has over 20 years experience and works with a broad range of international blue chip clients, handling assignments to search for chairmen, chief executives, functional heads and other senior executives.

After graduating in business studies, Mr. Hyde trained as an accountant, gaining experience primarily within consumer markets, including brewing and fast moving consumer goods.



Dominique Finelli

Dominique Finelli is a Senior Client Partner in Korn/Ferry International's Paris office, focusing on consumer goods, hospitality, retail, media and sports sectors.

Ms. Finelli brings 25 years of search experience to the Firm. She was previously a principal at another leading search firm, having joined them in 1985.

She is a graduate of ISIT and is fluent in English, Spanish and French.



Jonathan Holmes

Jonathan Holmes is the Managing Director, Middle East for Korn/Ferry International, based in the Firm's Dubai office.

Mr. Holmes' executive search career spans over 20 years and seven countries, where he has undertaken general management searches across a range of geographies and industries, including the consumer sector. Prior to his current position, he was the Office Managing Director for Korn/Ferry's Seoul office for 10 years.

Previously, Mr. Holmes was a consultant with Carré, Orban & Partners – which merged with Korn/Ferry in 1993 – where he initially focused on the consumer goods sector. After the merger, he broadened his practice to cover transnational search work across a range of industries in Northern Europe. Mr. Holmes has served as a resident consultant in India, Russia, Singapore and South Korea, where he was responsible for growing the Firm's business.



Kathrin Schulte

Kathrin Schulte is a Senior Client Partner for Korn/Ferry International and a member of the Firm's Global Consumer Markets.

Ms. Schulte has more than 10 years of experience in senior level executive search across a wide range of consumer businesses. She has successfully led assignments for clients ranging from medium-sized businesses, especially for family-owned companies as well as large international organizations. Ms. Schulte focusses on recruiting senior executives like CEO, COO, CMO, senior sales and senior operations positions as well as placing non-executive directors and board members.

Prior to her current position, Ms. Schulte served as partner at another leading international executive search firm. Earlier she held management positions with a global leadership training and education company. She holds a degree in economics and business administration.

She is fluent in English, French and German.

Asia Pacific



Josephine Chau

Josephine Chau is a Client Partner in Korn/Ferry International's Shanghai office, where she is a member of the Firm's Global Consumer Market and Human Resources Center of Expertise in China.

Ms. Chau has more than a decade of executive recruitment experience, having worked with Korn/Ferry for over ten years and another major recruitment firm before that. She has conducted various global and regional searches for large local and multinational corporations in the FMCG, hospitality, media and entertainment sectors.

Ms. Chau earned a bachelor of commerce degree from the University of Auckland and a bachelor of laws (Hons) from the University of London.



Jimmy Ho

Jimmy Ho is the Office Managing Director of Korn/Ferry International's Guangzhou and Hong Kong offices and a member of the Firm's Global Industrial Market.

Serving clients' staffing needs in the Greater China Region (GCR) including Hong Kong and Taiwan, as well as the ASEAN region including Indonesia, Malaysia, the Philippines and Singapore, Mr. Ho's recruiting expertise covers industrial products and services, logistics and outsourcing, process and contract manufacturing and the oil and gas (downstream) sectors for the Asia Pacific region.

Mr. Ho earned a master's of business administration from the University of Sheffield, U.K. and an honors diploma (distinction) in personnel management from the Lingnan College.



Liza Sze

Liza Sze is a Client Partner in Korn/Ferry International's Hong Kong office. She is a core member of the Firm's Global Consumer Market. Additionally, she is a member of the Firm's Financial Officers Center of Expertise, dedicated to helping clients recruit leading financial talent in Greater China.

Possessing close to a decade of executive search experience, Ms. Sze has conducted searches for a diverse range of consumer clients including gaming and hospitality, media, publication and consumer products. She has worked with clients to conduct local, regional and cross-broader assignments for general management positions and senior functional positions.

Ms. Sze holds a bachelor's of art degree from The University of Hong Kong.



Alicia Yi

Alicia Yi is the Managing Director, Asia Pacific Consumer Market for Korn/Ferry International. Based in Singapore, she also serves as the Co-Leader for the Firm's Human Resources Center of Expertise, Asia Pacific.

Ms. Yi brings to Korn/Ferry a strong human capital consultancy background. In her current position as Managing Director, Asia Pacific Consumer Market, she works closely with teams globally and throughout the region to engage with top clients across the globe to build and develop their leadership teams.

Ms. Yi received a bachelor's degree of arts from Northwestern University, Illinois.

KORN/FERRY HELPS COMPANIES CULTIVATE TALENT THROUGHOUT THE ENTIRE ORGANIZATION.

The Board

Board and CEO Recruitment
Board Effectiveness
Succession Planning

The C-Suite & Executive

Executive Recruitment
Top Team Effectiveness
Leadership Development
Organization Transformation

The Enterprise

Assessment
Diversity and Inclusion
Recruitment Process Outsourcing,
Project Recruitment, and Search
Recruitment Diagnostics
Integrated Talent Management
Talent Communications and
Employer Branding
Workforce Planning



The Americas

Atlanta
Bogota
Boston
Buenos Aires
Calgary
Caracas
Chicago
Dallas
Durango
Houston
Irvine
Lima
Los Angeles
Medellin
Mexico City
Miami
Minneapolis
Monterrey
Montreal
New York
Northern Virginia
Philadelphia
Princeton
Quito
Rio de Janeiro
San Francisco
Santiago
Sao Paulo
Stamford
Toronto
Vancouver
Washington DC

Asia Pacific

Auckland
Bangalore
Beijing
Brisbane
Guangzhou
Hong Kong
Jakarta
Kuala Lumpur
Melbourne
Mumbai
New Delhi
Seoul
Shanghai
Singapore
Sydney
Taipei
Tokyo
Wellington

Europe, Middle East & Africa

Amsterdam
Athens
Barcelona
Brussels
Budapest
Copenhagen
Dubai
Frankfurt
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