

**HASA 2007 Conference: Towards 2010 and Beyond  
Conference Evaluation Form**

	Below Expectations ☹	Met Expectations ☺	Exceeded Expectations ☺
<b>Theme:</b> Toward 2010 and Beyond			
<b>Mix of Speakers</b>			
Adam Brown – Match – <i>“Setting the Scene”</i>			
Greg Faasen – Goalgetters - <i>“Building the Spirit of 2010”</i>			
Pavla Setlhabi – School of Business and Tourism - <i>“Changing the Face of Housekeeping”</i>			
Jegie Padmanathan – Peermont Global - <i>“Through the Eyes of the Customer’s Experience of Hospitality – The Ultimate In Room Experience”</i>			
Bill Ford - Protea Hotels - <i>“What Game Are We Playing - Strategically Repositioning Housekeeping within our Business”</i>			
Tony Balabanoff - City Lodge – <i>“Eat that Frog”</i>			
Eddie Khosa CEO – Johannesburg Tourism - <i>“The Role that Housekeeping plays in adding value to the customer experience”</i>			
Andrew Hosking – Southern Sun - <i>“The Business of Housekeeping - The Changing Role of the Executive Housekeeper”</i>			
<b>Learning inputs – Relevance of Content</b>			
Service Expectations Theory			
Mission, Vision and Values			
The Experience Economy			
Branding			
Value of Group Discussions			
Facilitation of Learning Inputs and group discussions			
Master of Ceremonies			
Hotel Accommodation and Experience			
Gala Dinner			
Conference Event Co-ordination			
Exhibition			
Overall Comments:			
Suggestions for Improvement:			

Please complete the Evaluation Form and fax back to **086 685 8344**.

If you would like to contact Simone Lobetti, call **(011) 466 0170** or [click here](#) to send an e-mail.