

THE-ICE Webinar Series 7: Tourism and hospitality after the pandemic: exploring the effects of COVID-19 and its impact on TH&E industries and higher education

Invited Panellists



Mr Tony Gothard

Regional Head of Partnerships & Contracting, Luxury Escapes

Tony Gothard is a sales, revenue & distribution and marketing professional with many years' experience in the hospitality and tourism industries. He was drawn to this career path when he decided to follow his passion for tourism as a student, graduating with a Bachelor of Hotel Management and Bachelor of Business at Griffith University in 2002.

Today, Tony is responsible for Hotel & Resort Partnerships and Contracting for Luxury Escapes. Previously he worked with Wyndham Hotels and Resorts in the South East Asia and Pacific Rim region as Senior Director Revenue, Sales and Marketing.

During his career, he has held a number of senior sales, revenue & distribution, marketing and operations roles. His highlights over the years have included National Account Director with Accor Hotels in Sydney, before moving back to the Gold Coast to take up an opportunity with Ignite Travel Group. This particular role added a new international dimension to his experience, dealing with hotels in Asia, the US and the South Pacific, as Director of Tourism Partnerships.

His 2013 move to Wyndham Hotels and Resorts, the world's largest hotel company, took his career in an exciting new direction during a time of rapid expansion for the company. Tony's extensive experience in international and domestic hospitality markets, in both the sales and marketing fields, meant he was well suited to position Wyndham Hotels and Resorts as an industry leader.

More recently Tony has taken on the exciting role of Regional Head of Partnerships & Contracting for Luxury Escapes.



Mr Steve Hood

VP, Research and Founding Director, STR SHARE Center, North America

Steve is currently responsible for research-related activities and serves as the Founding Director of the SHARE Center. He represents STR at global industry and academic conferences related to hospitality and tourism. STR is the leading authority on lodging industry performance trends and performance benchmarking. In 2011, STR launched the SHARE Center, providing hotel and tourism data and training resources including analytics related industry certifications to nearly 800 universities in 70 countries to support their research and classroom activities. The "Certification in Hotel Industry Analytics" has been earned by over 10,000 students, professors and industry professionals. Bio source: www.pata.org/steve-hood

THE-ICE Webinar Series 7: Tourism and hospitality after the pandemic: exploring the effects of COVID-19 and its impact on TH&E industries and higher education

Invited Panellists



Dr Craig Thompson

Chief Executive Officer, THE-ICE

Appointed CEO in 2018, Dr. Craig Thompson brings extensive experience to the Executive Team, having served on the THE-ICE Board of Directors from 2015 – 2018, and as Deputy Chair from 2017 – 2018. Furthermore, Craig has been an active member of THE-ICE Assessment Panel, leading audits in Europe and Asia, and has undertaken audits on behalf of a number of national accreditation organisations including New Zealand, United Arab Emirates, Lithuania and Latvia.

Craig holds a BA (Hons.) Humanities studied in Bristol, an MSc in Tourism Management and PhD in Entrepreneurship from the University of Strathclyde, Glasgow.

Craig took his first lecturing role in the University of Derby before moving to New Zealand to develop and manage the country's first specialist degree in Tourism Management. Another opportunity then took him to Switzerland, where he served as Academic Director of Swiss Education Group, the country's largest provider of hospitality education. Following a spell in Scotland leading an industry project to create a private hotel school, Craig's most recent position was as Head of Stenden Hotel Management School, the largest hotel school in Europe, at NHL Stenden University of Applied Sciences, Leeuwarden, The Netherlands.

Prior to entering academia, Craig worked in both the public and private sectors of the tourism industry, as a Tourism Development Officer in the UK and as a Resort Manager in France and Spain.

Craig is a Fellow of the Institute of Hospitality and the Higher Education Academy, and is a member of the editorial board for the journal of Research in Hospitality Management and Journal of Tourism Futures.

Through his varied academic career and latterly with THE-ICE, Craig has become completely committed to enhancing the quality of tourism and hospitality education internationally. Craig is convinced THE-ICE has a critical part to play in this process and is thus delighted to be able to lead the organisation.

Craig is committed to developing and establishing THE-ICE as the leading TH&E quality assurance agency through the development of strategic partnerships with government and non-government QA agencies and through the enhancement of benefits to the burgeoning membership of THE-ICE.