

CHRS Testimonials



I've presented at numerous conferences and attended many more. CHRS was remarkable for its careful organization and its lineup of speakers and presenters. I was pleased at the level and content of the speeches and presentations, which gave much food for thought.

The choice of topics and content at this conference was outstanding. One amazing aspect of this conference is that I discovered that many other industry leaders and academic researchers are focused on the certain critical issues—and so I came away with new strategic approaches to customer relationship management, sustainability, and social media.

-Kurt Ekert, Chief Commercial Officer, Travelport

In this environment where everything is constantly changing and advancing, the research summit is a great way to keep on top of new programs, meet and learn from colleagues, provide thought leadership and gain insight into hospitality practices to help move your business forward.

-Faith Taylor, Vice President Sustainability and Innovation, Wyndham Worldwide



Good business decisions are based on good data. Cornell's Hospitality Research Summit was a premier venue for enhancing one's knowledge of the rapidly changing restaurant and hospitality industry. The speakers, faculty, topics and presentations were top-notch, and the insights garnered will aid restaurateurs in the competitive and challenging times ahead.

-Hudson Riehle, Senior Vice President, Research & Knowledge Group, National Restaurant Association

This is the most thought provoking hospitality conference I have ever attended. The collaboration between industry and academic produced rich content and thought leadership on many current topics facing the practitioners of the industry.

-Ted Teng, President and CEO, Leading Hotels of the World



The Cornell Hospitality Research Summit was a synergistic blend of cutting edge research and bridge building between leading practitioners and academe.

Understanding the complexity of the customer experience and building on new knowledge of such was a key focal point. Given the economy and market environment, this interaction is crucial for building managerial strategy in these challenging times.

-Michael & Kathy LaTour, Professors, UNLV

This is the first conference I have attended that brought together the best of both the travel industry and academia, under one roof. It provided attendees with tremendous research data to highlight the challenges and opportunities ahead for the travel industry, and also facilitated intimate, high-level networking opportunities to connect with the "best of the best" in our industry. I highly recommend attending.

-Shane O'Flaherty, President and CEO, Forbes Travel Guide



The CHRS provides a great forum to exchange cutting edge thinking and ideas on relevant and pressing topics impacting the rapidly changing hospitality industry. The structure strikes a nice balance between academic theory and practical applications of the concepts. Presenters focus on fact and data driven analysis and conclusions rather than personal opinions that just support the consensus.

-Tim Gordon, Senior Vice President Hotels, Priceline.com

I was truly impressed with the quality of the information on the presentations and the speakers were outstanding and had in depth knowledge of the subjects. I really look forward to bringing more members of my company to the Summit next year as it truly was worthwhile. Wish I could have attended more of the seminars.

-Stephen Brandman, Co-Owner, Thompson Hotels



The Cornell Hospitality Research Summit was a refreshing change of pace for an industry conference. The mix between industry and academic insight provided the perfect environment to share and learn best practices on a variety of relevant topics. It was definitely worth the time and effort to attend.

-Bruce Hyatt, Vice President, Marketing & Strategy, Sabre Hospitality Solutions

I was pleasantly surprised and impressed by the quality of CHRS. The content of the sessions were well balanced with industry and academic perspectives, and were timely, topical and relevant. The breadth of issues covered provided an excellent survey of the industry.

-Raj Chandnani, Vice President, Director of Strategy, WATG



It was very refreshing to spend a few days with academics and fellow industry practitioners thinking through pressing issues and trends in the Hospitality industry. Not only was the conference well organized and well attended, but the content was outstanding. Some of the common themes throughout the summit were: the importance of social media in key decisions and the need for analytical decision processes to make more effective decisions regarding loyalty programs and for capturing wallet share in an increasingly competitive arena.

-Radhika Kulkarni, Vice President Advanced Analytics R&D, SAS Institute Inc.

The recent Cornell Hospitality Research Summit provided a great opportunity to discuss the challenges and opportunities around energy efficiency and sustainability with senior hotel executives. My sense was that the industry feels they could do more to leverage EE and "Green" to impact the bottom line and public image, and customer satisfaction. Leveraging new energy saving technologies in a visible, interactive way could be key to showing a hotel's commitment to sustainability, and at the same time, improving the overall customer experience.

-Paul Hamilton, Senior Vice President Energy Efficiency, Schneider Electric



The hospitality industry is one of the most competitive industries worldwide. On the one hand, globalisation leads to further homogenization of service quality within the different market segments in the industry. On the other hand, the present financial crisis is forcing managers to question traditional practices and to search for better responses and new management tools.

It is important to offer researchers, practitioners, executives and academics an international forum to analyse and discuss current developments in hospitality in a turbulent period. The first CHRS fulfilled my expectations as it addressed current issues in a research area which is vital in the archipelago of Canary Islands. The summit linked research and practice, and I found an easy, intense and stimulating interaction between the two.

I would definitely recommend managers, researchers and academics in the field of hospitality and related fields, as well as executives in government agencies and other bodies not to miss this event.

-Juan Carlos Martin, Professor, Universidad De Las Palmas De Gran Canaria, Spain