



Stefano Potortí

Stefano took a degree in Economics with a major in Marketing and International Marketing at Pisa University. He then attended a specialization course in Marketing and Communication in the hospitality field and Human Resources Management in Tourism. He started working in the hospitality as Sales and Marketing Manager, Trainer and General Manager.

He has been working in London since 2003 in Management roles. From 2005 to 2009 he worked as Managing Director for a new restaurants chain. Stefano also works as a Senior Consultant for the Italian chamber of commerce in London and for companies in the hospitality business. In 2009 he has started Sagitter1 a company specialised in Hospitality Consultancy.



Shaun Whitehouse

Shaun is currently the General Manager of The Commonwealth Club in London. The Commonwealth Club is a private members club with over 6000 members. The Club offers dining facilities and 3 bars exclusive to members and conference and banqueting space for both members and commercial clients. The club has just undergone a £4 million expansion.

Shaun started his career in hotels and worked for many of the large chains, mainly specialising in Human Resource and Food and Beverage management, before progressing to General Management. He has managed a number of high profile country house hotels with fine dining restaurants, including the prestigious Eastwell Manor in Kent. In 1997 Shaun opened Belair House Restaurant and Bar in South London, a critically acclaimed fine dining restaurant.



Thomas Proxa

Thomas acquired his training and managerial experience over sixteen years, working for various prestigious establishments.

He started his career at Bertorelli's as a Management Trainee and worked his way through the ranks at restaurants like Corney & Barrow, The Greenhouse (with Gary Rhodes) and Langan's Brasserie.

Thomas then opened two sites for Group Flo UK in '97 and '98 as General Manager. He then moved on to work for Rebecca Mascaranhas as Operations Manager at Sonny's and The Phoenix.

He established Enigma Recruitment and Consultancy four years ago, Thomas gaining a high profile client portfolio consisting mainly of four

and five star Luxury Hotels, Country Houses and Relais Châteaux properties along with prestigious restaurants and bars.



Sabrina Ghayour

With over a decade of experience in the Hospitality industry, Sabrina has concentrated her expertise from years of organizing events in Hotels, Caterers & Michelin starred restaurants into becoming the new Events & Marketing manager of Fidessa.

Having organised hundreds of events including: Weddings, Corporate Dinners, Bar Mitzvahs, Red-Carpet Events and Restaurant & Product launches, you can be sure that your event is in the best possible hands.



Renato A. Fantoni

Executive Coach

Hospitality and Travel industry expert

In addition to being a qualified executive coach, Renato is a director of a hotel marketing company. He branched out into coaching/mentoring and training because developing people was the most truly creative activity in business.

He has worked with hotel managers and sales & marketing teams. He specialises in helping client facing staff, particularly front-desk, concierge and restaurant.

Renato writes a regular agony column in Travel Bulletin as the Travel Coach and contributes to Caterer and Hotel Keeper and Professional Manager magazine. He has a selection of motivational speeches called "Business Kicks" which inspire delegates to look at their working lives through the metaphors of sport.

Available to deliver in Italian and English, Renato is a member of the Chartered Management Institute.



Paul Berncastle

The Housekeeping Department is often regarded as the 'backbone' of the Hospitality Industry in hotels. After the initial investment in the building of the asset which is the hotel, the most profit and expense is commonly associated with the Rooms Division Department. Its proper management is vital to the business's ongoing success.

Paul Berncastle is highly regarded within the field of Housekeeping and is a member of the UK Housekeepers Association.

A good communicator and presenter, Paul recognises the importance of developing talented individuals interested in pursuing careers in hospitality. He has taken time out from his busy schedule to share his extensive knowledge and experience in the specialist fields of Hospital Housekeeping, commercial small hotel Housekeeping and international hotel chain Executive Housekeeping at 3, 4 and 5 star levels.

Paul has worked in top international landmark properties for well known groups such as Le Meridien, Hilton, and Intercontinental Hotel Group as Executive Housekeeper or Head of Department and is looking forward to sharing his knowledge of Housekeeping and Rooms Division Management, hotel openings, refurbishment, restructuring and cost control.



Biagio Gaeta

Biagio holds a Degree in Economics from the University of Salerno with a Major in International Trade. He started his international experience in Hospitality Industry with Disney working as Italian cultural representative at the Walt Disney World Resort in Orlando, Florida. He then moved to London to take part in the 1st edition of the Master in Hospitality and Hotel Management organised by the Italian Chamber of Commerce. After the Master he joined Millennium and Copthorne Hotels working first in the front office and in the Sales & Marketing team at the Millennium Hotel in Knightsbridge. In October 2008 he joined Morgans Hotel Group as Regional Sales Coordinator where now manages the relationship with the Italian corporate accounts.