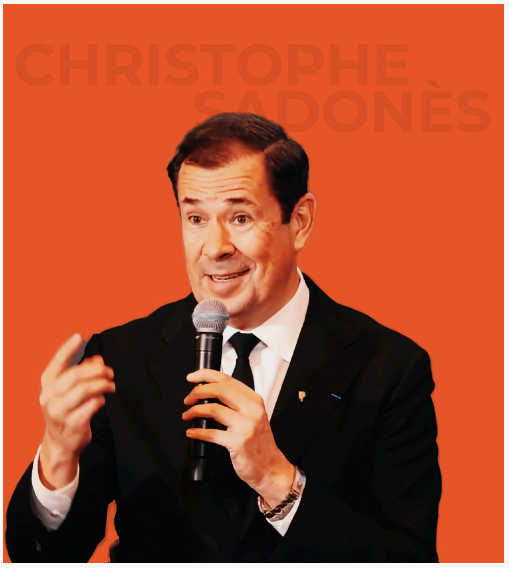
KEYNOTE SPEAKER

CHRISTOPHE SADONÈS

Hospitality is a **mindset**.

Christophe Sadonès has led luxury from both sides of the counter. He opened Park Hyatt Shanghai, led food and beverage, events and product development for Hyatt Asia Pacific, then became President of Louis Vuitton China. Today he leads World of CS: the Academy, the Game Changers conversations and the OPOD™ method. His book, *Built to Be Remembered*, is published on 19 January 2027.



OPENED
Park Hyatt Shanghai

HEAD OF
Food & Beverage, Events and Product Development
Hyatt Asia Pacific

PRESIDENT
Louis Vuitton China

AUTHOR
Built to Be Remembered
19 January 2027

HONOURED
Ordre National du Mérite
Ordre du Mérite Agricole

THE METHOD · OPOD™

PROMISE → ALIGNMENT → DISCIPLINE → DELIVERY → TRUST

KEYNOTE 01 · LEADERSHIP AND LOYALTY

THE HOSPITALITY MINDSET: OVER PROMISE, OVER DELIVER

How do businesses earn trust, inspire loyalty and become the ones people recommend?

Tools: The Promise Test · The 15-Minute Guest Walk · Listen. Own. Restore.

Leadership teams · General manager conferences · Hotel groups · Experience-led businesses

KEYNOTE 02 · GUEST EXPERIENCE

GUEST EXPERIENCE: CREATIVITY AND INNOVATION

How do you create experiences guests cannot get anywhere else?

Takeaway: how to turn one creative idea into a signature guests talk about

Hotel groups · F&B and restaurant groups · Retail and luxury brands · Customer experience conferences

Keynote 01 is the system: delivering a promise every time. Keynote 02 is the imagination: creating what guests have never seen. Book one, or both across a programme.

Each keynote runs 45 minutes with 15 minutes of questions.

BEYOND THE KEYNOTE

GAME CHANGERS LIVE

Christophe brings a Game Changers conversation to your event: a celebrated chef, hotelier or creator, live in front of your guests. Staged as a dinner, a salon or a conference session, and filmed.

IN CONVERSATION WITH CHRISTOPHE SADONÈS

Christophe hosts a panel of leaders from hospitality, luxury, design and business, chosen for your audience and theme. For private clients, hotel guests or a conference stage.

RECENT STAGES

Waldorf Astoria ASPAC General Managers Conference

Niccolo General Managers Conference · Niccolo Hotels

JW Marriott Essentials

Tatler Best Talks, Tatler Best Asia Pacific · Shanghai

The Next Circle · Mandarin Oriental The Landmark, HK

The Hong Kong Polytechnic University · MBA programme

The Hong Kong Jockey Club

Ladies Recreation Club · HK

IN THEIR WORDS

"Christophe understands an essential truth about our profession: excellence is not a destination but the daily choice never to settle for 'good enough.'"

Mr. Alain Ducasse
Creative Director, Ducasse Paris

"This book shows how anticipation and human connection are essential to excellence in hospitality."

Mme Yannick Lintz
President, Musée national des Arts asiatiques–Guimet



EVERY ENGAGEMENT INCLUDES

A briefing call · Free World of CS Academy masterclasses for every attendee · Signed book bundles · *Built to Be Remembered*, published 19 January 2027

LOGISTICS

Based in Hong Kong · Travels worldwide
Keynotes in English and French
45 minutes + 15 minutes of questions

WATCH

Film · christophesadones.com/keynotes
Game Changers · youtube.com/@gamechangersbycs

BOOK CHRISTOPHE

Joseph Sadonès
World of CS

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