Michigan Business Travel Association Meeting – Thursday, September 22nd

Meeting Location: Sheraton HOTELS & RESORTS **3200 Boardwalk Street**
Ann Arbor, MI 48108
734-996-0600

Meeting Agenda

- **10:00am - 10:30am – Registration**
- **10:30am - 11:00am – Networking**
- **11:00am - 11:30am - Roundtables – Submit Panel Questions**
  Each table will submit one question regarding Cross Culture Communication & International Security
- **11:30am - 12:30pm - Educational Topic - Cross Culture Communication & International Security**

Panel Moderator:

John Rose, President, Business Travel Services, Travel Guard North America
Upon joining Travel Guard in 1997, John Rose was instrumental in the startup and successful launch of Business Travel Services, a worldwide 24-hour assistance provider specializing in customized concierge, travel and other emergency services for a wide range of clients, their employees and customers. Today Business Travel Services is one of the leading assistance providers for banks, membership organizations, associations and travel companies. With over 15 years experience in the travel industry, Rose has helped grow Travel Guard's Business Travel Services.

Rose is part of the GBTA Travel & Meetings Risk Management Committee, GBTA Industry Advisory council, a member of the Commonwealth Business Travel Group, American Express business travel advisory board, MENSA and serves as Secretary of ASTA's corporate advisory council. Rose is also a distinguished speaker on international travel issues and attends many keynote conferences.

Prior to joining Travel Guard, Rose worked as Program Director for the Department of Defense while living in Europe where he managed complex international travel operations to include risk management, security and cost containment. He has also served in the U.S. Marine Corps. Rose attended the University of Kansas and through his professional and military experience has visited more than 97 countries and lived on three continents.

Panelists:

Kathy Mastin – Visteon Corporation – Global Travel Manager
Global Travel Manager and Indirect Purchasing Buyer for Visteon Corporation – with operations in 26 countries. Visteon is a global tier one automotive supplier for electronics, climate, lighting and interior automotive systems. Kathy is responsible for the day to day operational travel management along with global contract negotiations and travel policy. She started as a reservation agent for Davis Agency (a German charter operation to/from Germany) and later as a corporate travel arranger for Total Travel Management. She has been in the travel industry since 1982.

Kimberly Burns – Lear Corporation – Global Travel Manager
Global Travel Manager for Lear Corporation - a tier one automotive supplier operating in 35 countries. Lear provides complete seating and electrical power management systems worldwide for the automotive industry. As the global travel manager she is responsible for global contract negotiations, operational servicing worldwide, travel related risk management, and travel policy implementations. Prior to joining Lear, Kim worked at Northwest Airlines for 16 year in various capacities including, customer service, ground services operations and international load controls.

Camelia El-Haj Mesek – Emirates Airlines – Senior Sales Executive
Camelia is the Senior Sales Executive for Emirates. She joined the award-winning Dubai-based airline in 2004 and brings more than 20 years of experience in the travel industry to the company. Prior to joining Emirates, Camelia held sales and service positions at major airlines and travel companies, including Continental Airlines and Swanair Travel. Camelia also brings a high level of passion to her vocation, having traveled the world and lived in countries including Kenya, France and the U.S. Emirates Airline is the fastest growing airline in the world and is slated to be the world's largest carrier by 2015. The company has won numerous service awards, including World's Best Airline Inflight Entertainment, Best First Class, and Best Frequent Flyer Program. Camelia manages Emirates' corporate and agency accounts in Ohio, Michigan, Kentucky, Indiana and Western Pennsylvania. In 2010, she was nominated for the Emirates' Chairman's Award that globally recognizes sales excellence. She currently resides in Lakewood, Ohio with her husband and two sons.

Larry Waidler – Travel Inc. – Senior Vice President III
Mr. Larry Waidler, Senior Vice President leads an organization consisting of Client Consulting, Marketing Support, and Corporate Communications. As a liaison to Travel Incorporated clients and their executives, this team provides analysis and direction for corporate travel programs through supplier relations, travel behaviors and associated trends within the industry. Capitalizing on his 30 years in the service industry, Larry and his team pride themselves on LISTENING and customizing an appropriate service delivery model. Prior to joining Travel Inc in November 2006, Larry was Director of Corporate Services at EarthLink and customer of Travel Incorporated. He has held senior leadership positions within Grubb & Ellis, Marriott Corporation, Data General and IBM.

- **12:30am – 1:00pm - Lunch – Networking**

- **1:00pm - 1:30pm - MBTA Meeting - Committee Reports & Updates**

- **1:30pm - 2:30pm - Afternoon Session – Risk Management – Duty of Care**

Presenter:

John Rose, President, Business Travel Services, Travel Guard

- **2:30pm – 2:45pm - Wrap Up**

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