



ASSOCIATION **M**ONDIALE POUR LA **FOR**MATION **H**OTELIERE ET **T**OURISTIQUE  
WORLD **A**SSOCIATION FOR **H**OSPITALITY AND **T**OURISM **E**DUICATION AND **T**RAINING  
ASOCIACION **M**UNDIAL PARA LA **FOR**MACION **H**OSTELERA Y **T**URISTICA

## General Assembly – Friday 23rd March 2018 Novotel Europe Luxembourg Luxembourg ville

**Presents:** Mahmoud ABDELLATIF, Didier ARGENCE, Imane Nora AZOUZI, Abdou BELGAT, Florence BESSON REYNAUD, Jamal BOUKOURAY, Saïd BOUKHELIFA, Bruno CHIARINI, Stéphane DEMAEGHT, Svetlana DIKHTYAR, Vasily DIKHTYAR, Martine FERRY, Philippe FRANCOIS, Mustapha HAOUCHINE, Moez KACEM, Ed KASTLI, Nabil KOUHEN, Sylvie LAHUNA, Ahlem LAJILI, Sylvie LEROY, Jean-Pierre LOZATO-GIOTART, Carlos LIMA, Tatiana MAKSIMENKOVA, Chrystel MASDUPUY, Adeline MOLIERE, M MORETTI, Michel MOUISEL, Federica SACENTI, Mohamed Ridha MLIKA, Natalya RYABOVA, Christophe SCHONHOLZER, Abderrazak SEDOUGA, Jean-François TOSTIVINT, Hélène VERDET, Flavio VENTURI, Alberto VISENTIN, Giovanni ZONIN, Jules YASSI

**Excused with proxies:** Paul CACCIA, Mercedes CARREÑO, Rémy CHAROUSSET, Mathieu DATI, Ismet ESENYEL, Marie FRANCOIS, Catherine GERMIER HAMEL, Xavier GRET, Mehdi JALLOULI, Hervé LAURENT, Giovanna MEDINA, Maria José MORENO, Jean-Oscar NGUILI, Berthide NOAILLES, Katia ORTEGA-BORLOZ, Valéria PLAISANCE, Edouard PLAISANCE, Pasqual PORCEL, Georges QIAO, Maria STOIAN, Arturo TROTTA, Eléonore VIAL, Shérazade ZAITER, Thomas YUNG + 13 proxies

**Absents:** Kaye CHON, Vitaliy VOLINETS

**Guests:** Nouphanh OUTSA, Saykham PHANTHAVONG, Tony DONOVAN, Vu Hoai PHUONG

### Welcome statement

Philippe FRANÇOIS, President of AMFORHT, opens the General Assembly with a welcome message to all attendants. He thanks the BBI team for its warm welcome. The chosen language for the meeting is English. President announces that attendees can speak in their own languages and it will be translated. Hélène VERDET reads a letter from one of our AMFORHT Vice President, Ismet ESENYEL, who cannot attend the General Assembly but encourages AMFORHT initiatives.

To start the General Assembly, all proxies are checked. The Minutes from the previous General Assembly in Montréal, Québec, Canada (29<sup>th</sup> November 2017) are validated.

### President asks for approval on the minutes of the previous General Assembly

*None against and no abstention: motion is validated*

### 1) President's report

President introduces the new special consultative status granted by the United Nations (the Economic and Social Council), and reports the positive feedback and encouragements he received during his meeting with the Chief Officer of Ecosoc at the United Nations headquarter in New York in 1<sup>st</sup> December 2017, together with Hélène VERDET.

Regarding partnerships, Philippe FRANCOIS confirmed AMFORHT's recognition by Erasmus+ agency in France as a political reference. AMFORHT is an official body to whom Erasmus+ can refer regarding Hospitality and Tourism Education. A personalized video from Mrs Maude SIRE, Communication Manager for Erasmus+ French agency, is projected on the screen with an introduction to Erasmus current opportunities and the Erasmus days (12-13 October). President reminds the audience that AMFORHT is also a UNWTO Affiliate Member. The elections within UNWTO have been done with some internal organisational change. We now plan to meet with the new General Secretary, Mr Zurab POLOKASHVILI.



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Philippe FRANCOIS reports on the follow-up of AMFORHT global action plan and makes an update on the association's history since he is working as President. He summarizes the past year's actions as it has been deeply filled with many events and actions and leave the Vice Presidents expressing their views.

He explains the growing activities and tasks within AMFORHT he has to cope with: applications, questions, conferences, representations...

### **First Vice-President in Administration and Communication asks for approval of the President's report**

None against and no abstention: motion is validated

## **2) Annual report from First Vice Presidents: Martine FERRY, Michel MOUISEL, and the General Delegate, H  l  ne VERDET**

a- Firstly, Martine FERRY reports the actions in communication and the main events in 2017 around the world, such as the Regional conference in PFUR, Russia happening each year, the 1<sup>st</sup> FETI (AMFORHT conference) in Hangzhou-China, the Mountain Tourism Alliance (ITMA) conference in China, the Conference of European Ministers of Tourism, in Malta... She points out the blog and feed sections on the AMFORHT platform as a unique opportunity and responsibility for members to upload content and interact with other members.

In terms of development, AMFORHT has now reached a maturity phase, thus Martine is pleased that our NGO involves more and more students in our events as attending a forum is the best way to understand and share our values. Martine recognizes the great job which has been done with the General Delegate and the President.

b- Michel MOUISEL explains his actions as the First Vice-president in charge of development

He points out his role to stay in touch with all AMFORHT Delegates with H  l  ne VERDET. He goes through the main past events in 2017, and new active and famous members willing to become active like EPMT school (France), Lausanne School (Switzerland), The Hokuto School (Japan). He points out an upcoming project of conference from the Fondazione Luigi Clerici (Italy), the 2<sup>nd</sup> China Regional AMFORHT conference, a potential regional conference in South Korea...

Michel MOUISEL mentions that the National conference in Costa Rica shall be rescheduled at a later date. He finally points out the development of Gastronomic Tourism and possible partnerships with some Chefs.

c- H  l  ne VERDET, General Delegate, summarizes her actions

H  l  ne VERDET summarizes her goals to strengthen the existing network with past and new members (24 active entities since November 2017) in 63 countries.

She summarizes her actions since her arrival in 2015, with the growing participation of new countries and categories of members. She is coordinating several projects between members and AMFORHT delegations in addition to the communication on the platform. She is also working with the President on reinforcing valuable partnerships like Erasmus+, Skal, WTTC, IHRA...

General Delegate explains that a feedback from our members would be valuable to know better what service and improvement AMFORHT can provide. A questionnaire has been distributed during the forum to all attendants and will be sent online after the event to all members.

She explains that the "E-shop" service has been launched in early January 2017, at first to offer a personalized innovative **Wall plaque** to AMFORHT Members; but this "boutique" is not used as much as it should despite the negotiated rates and attractive goodies. After one year of test, new products might be proposed. H  l  ne thanks the Executive Board for their support and accomplishment on the successful projects which have been achieved together in 3 years.

A zoom is made on our new **AMFORHT Free Universal Library**, one of our ambitious project. As this new service is now ready and live, H  l  ne asks Abderrazak SEDOUGA for a quick demo of the E-Library. This Library aims to house thousands of documents, audio and visual, in all languages, representing all cultures; open, universal, for FREE!

He confirms the E-library has already an online section on API. <https://amforht.groupment.com/elibrary/about/>

The E-Library shall officially be launched by mid-April. in the meantime, all members can send him his books, articles... to be posted on the AMFORHT website.



President asks for Board Members' approval of the First Vice-presidents and the General Delegate's reports  
***None against and no abstention: motions are accepted***

### 3) Reporting from Regional and Country Delegates

Some live testimonies videos are projected on the screen during the meeting from Xavier GRET, Delegate for Canada, Catherine GERMIER HAMEL, Delegate for South Korea. They wish the audience a very good forum and General Assembly. President invites the Regional Delegates to make their reports on stage, among which Moez KACEM (for Tunisia), Saïd BOUKHELIFA (for Algeria), Giovanni ZONIN and Lorena SASSI (for Italy and Hotel Schools), Svetlana DIKYTYAR (from Russia), Jules YASSI (for Cameroon).

Testimonies are given about opportunities, conferences and plans if these different countries.

- Moez KACEM mentions the growth in diversified members from schools, individuals to official authorities. He confirms he would be happy to co-organise again a forum in Tunisia.

- Saïd BOUKHELIFA has developed the knowledge of AMFORHT to travel agencies and worked on coop-ting new members. He explains that investments in Algeria are allocated in hotels creation; and there is a need in Education and Training he wishes to encourage.

- Giovanni ZONIN explains the 2 main events occurring each year: Casa Artusi (conference on gastronomy at the end of June), another event in Venice and SCF in November. The main strategy in Italy is to promote AMFORHT in mobility within Erasmus. That's a reason why he proposes to create a European delegation at AMFORHT to represent targeted opportunities. President confirms this is on the agenda.

- Svetlana DIKYTYAR reminds the audience about the annual conference devoted to competencies in the Tourism Industry. Each year, our University PFUR in Moscow welcome official speakers and official authorities in Moscow, together with students who demonstrate their skills. She thanks Philippe FRANCOIS and Martine FERRY for their attendance. She mentions a main scientific topic: the "Silk Road", to unify the CIS countries; thus she makes a call to contributions to all members on this matter.

- Jules YASSI is honoured to represent 5 people from Cameroon who could not attend the meeting because of Visas issues. He relates that tourism is growing in Cameroon but there is a need to structure children's education. Finding teachers with a good level is a challenge.

Debate with the members is open. Stéphane DEMAEGHT, AMFORHT President's advisor shares his experience at the "Global Conference on Talent Development" from UNWTO that took place in Les Roches-Marbella.

President asks for Board Members' approval of the Delegate's reports

***None against and no abstention: motions are accepted***

### 4) Annual report on AMFORHT finances by Didier ARGENCE, First Vice- President Treasurer

As First Vice President Treasurer, Didier ARGENCE explains the financial situation with the display of the accounts.

He explains that finances are now under control with a good return on investments comparing the situation 4 years ago. Treasurer reads the realized 2017 budget, the current 2017 budget and the projected 2018 budget.

He points out that this is very important to get the fees from January each year and General delegate is now working 4 days a week increasing her part time allocation this year. The income is positive due to the evolution of the number of AMFORHT members. We aim to achieve the balance by the end of this year, maintaining that trend and become profitable by 2020.

<b>Overall revenues 2017</b>	<b>€ 35,231.36</b>
<b>Overall expenses 2017</b>	<b>€ 36,182.95</b>
<b>Balance deficit 2017</b>	<b>€ - 951.59</b>



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The balance in the realized 2017 budget shows a reduced deficit of 951.59€, (vs previous years, 2016 deficit was 4,639.05€).

Statutory Auditing: Michel MOUISEL representing the accounts statutory auditor, states that the accounts have been checked, they are correct.

President asks for Board Members' approval of the final realized 2017 budget.

***None against and no abstention: motions are accepted***

According to decisions which have been taken during the last Board Meeting, Didier ARGENCE presents current 2018 budget and the projected overall 2019 budget.

He explains the growing income which is now visible in 2018, with realised revenues of 40,700€ and 39,841€ expenses, in the forecast. The balance in the realized 2018 budget shows a profit of 859€

In the 2 previous years, membership fees have increased in order to cover the expenses. This measure is being completed by a high level of commercialisation to get new members and contributors.

To achieve financial stabilization, AMFORHT benefits from the hard work of the permanent General Delegate. The AMFORHT head office has officially been moved to France in 2017 – 10 rue Jean Moulin 24750 Trélissac, in order to centralise accountancy and follow-up on payment and bank transactions. This address needs to be confirmed on all official documents.

Didier ARGENCE summarizes new services and initiatives covered by the association and explains the importance of contributions from members.

Finally, a forecast for the 2019 budget is presented with a positive balance. A suggestion arises from the audience to present the results over 3 full years in order to enable comparison.

President asks for Board Members' approval of the 2018 current budget and estimated overall 2018 and 2019 budgets

***None against and no abstention: motions are accepted***

Philippe FRANCOIS thanks the Assembly for these votes.

## **5) Admission on Applicants' candidacies**

Hélène VERDET introduces 24 new members with their country of origin and category with a summary.

She explains the selection process before approving new entrants, achieved by the Applicant Selection Committee of AMFORHT. A registration form explaining the reasons to join, and a CV are examined by the Committee and Country Delegates.

New members who attend the meeting are invited to introduce themselves, among which Jamal BOUKOURAY (Morocco), Sylvie LAHUNA (France), Mustapha HAOUCHINE (Algeria), and historical members' representatives share their views.

Sylvie LEROY, as member and sponsor of AMFORHT, expresses her vision and projects to encourage employment. She has the opportunity to meet interesting contacts from Laos and expects more networking and is grateful for the efforts within AMFORHT to improve education and encourage Human Resources.

President asks for Board Members' approval on new candidacies and contributing members

***None against and no abstention: motions are accepted***



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## **6) Resignation of the current AMFORHT President and handover of temporary chair to the acting President of the AMFORHT Committee of Wise Men, and former President of AMFORHT, Carlos LIMA**

Carlos LIMA, former President of AMFORHT, introduces the candidates to the Board, from the official list, with members who stay for more than 2 years and new candidates. He explains that half of the Board will be elected and all applicants can be elected.

The election of the new Board of Governors is done with 32 names, including all applicants.

Former AMFORHT President asks for Board Members' approval of the validation of new Board Members

***None against and no abstention: motions are accepted***

The call for applications concerning the position of President of AMFORHT is done. Stéphane DEMAEGHT reads the letter from Mrs Shérazade ZAITER, candidate to the presidential election, as she is not attending the forum and General Assembly. An introduction of candidates is done.

Saïd BOUKHELIFA gives a testimony to the audience about the importance of electing a President with experience, established vision and a long term action plan. The participants and Board Governors debate.

**Meanwhile a short coffee Break & networking for members, the AMFORHT Board of Governors elect the new President. The President elects the new Executive Board**

## **7) Statement of the results of the election of the new AMFORHT President by Carlos LIMA**

The AMFORHT Acting President Carlos LIMA gives a speech stating results of the elections: Philippe FRANCOIS has been re-elected for another mandate of 4 years by unanimous vote but one abstention.

He warmly congratulates the new President.

The handover is then done from temporary chair to the new elected President of AMFORHT.

The public applauds the renewal of the President of AMFORHT's mandate.

Philippe FRANCOIS gives a brief summary of his achievements and his activities in other associations to new members. He introduces the new governance of AMFORHT for the next 4 years with a new team and targets, showing an organisational chart on screen. President confirms the job of Hélène VERDET, General Delegate and thanks her for remaining with us.

Main projects areas will be taken in charge by

- 1 Wise Men Committee, including the acting President, Carlos LIMA
  - 1 non Executive Chairman, Francesco FRANGIALLI
  - 2 Ambassadors to the President: Abdou BELGAT and Martine FERRY
  - 5 Vice-Presidents:
- Moez KACEM, in charge of Global Development, gives a few words on his role to create synergies with country delegates and increase frequency of regional meetings, to improve AMFORHT relationships with GO's & NGO's, to develop communication with our members through technological tools
  - Xavier GRET, in charge of Education Development & Partnerships - as not attending the General Assembly, a summary is made on his role
  - Chrystel MASDUPUY, in charge of Trade Development explains that she wishes to increase the 4 categories of Industry professionals and strongly supports the AMFORHT values.
  - Stéphane DEMAEGHT, in charge of Educational Prospective says it is a big challenge to participate to the evolution of AMFORHT as an association to an organisation, becoming representative of Education at large.
  - Didier ARGENCE, in charge of Finances confirms he will help to contribute to the positive results of our NGO.

Nevertheless, this board new organisational chart will be specified during this upcoming summer period.



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President confirms his vision as AMFORHT is just having a new step to get more members involved and more bodies from the tourism Industry. His dream is to get more hotels groups, HR representatives, ministers, in a word – high level members to represent their profession.

He realizes that there is a need to increase AMFORHT's budget in order to create new projects. As AMFORHT is an active delegate of United Nations, a new policy is needed for AMFORHT.

President asks for Board Members' approval of the election results and the new governance of AMFORHT

***None against and no abstention: motions are accepted***

### **8) Presentation of the organization of the next world Forum**

A positive feedback is shared about this forum in Luxembourg by the participants. The General Delegate informs that a personalized Certificate of participation to the forum is available to all attendants.

Jean-François TOSTIVINT introduces the 23<sup>rd</sup> World AMFORHT Forum in Paris, to be partly held at the Ecole Hôtelière de Paris (CFA Médéric) for Spring. A date shall be fixed between March and April 2019, in the coming months.

He is honoured to celebrate this very special moment together with the fiftieth anniversary of AMFORHT.

All Board members and a special organisational Committee will be constituted to work on the event.

Stéphane DEMAEGHT thanks his staff for this amazing human and educational experience of organizing this forum. BBI students receive big applause. President is very honoured to give the AMFORHT flag to Jean François TOSTIVINT, who is proud to welcome all AMFORHT participants in Paris for the 50<sup>th</sup> Anniversary in Spring 2019.

President asks for Board Members' approval of the upcoming Forum in Paris in 2019

***None against and no abstention: motions are accepted***

### **10) Synthesis and projection by the new elected President**

Floor is given to our Members. Testimonies of the audience show one collective dynamics

President summarizes the 2018 actions and projected orientations, congratulating the new Board Governors and Executive Board members.

Philippe FRANCOIS thanks the BBI team and Directors, the ACCOR Group for this successful event, as well as all attendants for their active participation to this General Assembly.

President thus closes the General Assembly, giving an appointment for the visit of the BBI Campus of Wiltz, and the international Food Festival; that event will close the forum.