

World Spa & Well-being Congress (WSWCongress 2016) - Strength of Metal -

Overview: The element of Metal is renowned for its strength, persistence, and determination. A 'metal' person is patient, ambitious, wise, business oriented and good at organization and stability, with strong impulses and can bring about transformation of those who surround them. They can be controlling and set in their ways while also being self-reliant, preferring to handle their problems alone. They also appreciate luxury and enjoy the finer things in life.

Friday 23rd September 2016

Venue: Jupiter 12

Master of Ceremonies: TBA, Director, Thai Spa Association

10.00 - 10.30 Registration

10.30 - 10.35 **Opening Remarks**

Krod Rojanastien, President, Thai Spa Association

10.35 – 11.00 **Let the Fanfare Begin**

Celebrating with ambition the strength and structure of what metal can bring.

Dr. Thitipong Nandhabiwat, Secretary General/CEO, Thailand Federation of Cheerleading

11.00 – 12.00 **Squad Strength**

Symphony for success with Coaching, Consulting & Training

Sunai Wachirawarakarn, CEO, arom:D academic spa

12.00 – 13.00 Transforming the Tastebuds

13.00 – 14.00 **Metallic Tools of the Trade – The Latest Equipment & Services for your Success**

Understand your setting and the latest trends in equipment in the industry today. Learn about Infusion devices, ultra sound and LED to keep ahead of the competition, and improve your bottom line.

Manon Pilon, Manon Pilon Consultants, Canada

14.00 - 15.00 **Strength of Engagement**

Effective customer engagement is a win win for the spa operator and the spa consumer, so why is it that spas are content to not engage and miss out on a sustainable revenue stream?

Linda Harding-Bond, President, Moontide Consulting

15.00 – 15.15 Transforming the Tastebuds

15.15 – 16.15 **Strength of Brand (Panel Discussion)**

The business of brand building for success

Moderator: Kevin Maes, Welify Thailand

16.15 - 17.15 **Metal @ Work**

Work place wellness. Is it just a buzz word, or does it mean something?

Prantik Bordoloi, Lecturer, Stenden Thailand

17.15 – 17.30 Wrap up & Close of Day

17.30 – 18.00 Collection of certificates