AIRLINE RETAILING. THE JOURNEY TO POWERING PROFITABILITY THROUGH CUSTOMER CENTRICITY

Chicago, USA
25 – 26 October 2023

Co-host Airline: UNITED
Wednesday, 25 October

Airline Retailing. The Journey to Powering Profitability Through Customer Centricity

16h00 – 16h20  The industry status on the journey to Modern Airline Retailing
IATA will provide an overview of what this journey entails, highlights to date and some key numbers.

- Yanik Hoyles, Director Distribution, IATA

16h20 – 16h35  What's the size of the prize - now - post Covid?
A 2019 study carried out by McKinsey suggested the industry value creation from retailing could reach USD 40bn, or USD 7 per passenger (industry average) by 2030. Post Covid, how has this evolved? What are the new numbers, based on airline benefit realizations to date?

- Nina Lind, Partner, McKinsey

16h35 – 17h15  Industry views from the airline Commercial, Finance and Digital leaders
Perspectives from airline leaders, members of IATA Advisory Councils, on their journey to retailing: the benefits realized so far, the challenges that lie ahead and how the industry can work together towards these goals.

- Catalina Nannig, VP Sales and Distribution, Avianca

17h15 – 17h30  A technology spotlight
Listen to the President of a of a large tech company and how they plan to support the journey to Modern Airline Retailing.

- Decius Valmorbida, President Travel Unit, Amadeus

17h30  NETWORKING DINNER