

TIA Board Nominees

Hotels & Lodges Sector

- Lani Hagaman
- Gary Jarvis
- Gillian Millar
- Scott Wallace

Lani Hagaman

As Executive Chair of Scenic Hotel Group, Lani Hagaman oversees the company's 18 hotels throughout New Zealand and the Pacific. Scenic represents New Zealand's largest privately owned and operated hotel business, and is unique for having a network of hotels in both metropolitan cities and provincial centres, as well as tourist markets in the Pacific.



If successful in being elected to the TIA Board, Lani would introduce much needed diversity – not just as a female director but also as one of only a few private company owners on a board dominated currently by corporate representatives.

“As the many owner-operators across our tourism sector will attest, having your personal financial skin in the game is a critically important element to decision-making. The pressure to get things right is very different when the buck truly does stop with you.”

A strong focus on regional tourism represents another of Lani's key points of difference. “There's been a lot of concentration on Auckland and Queenstown, which is of course essential to the entry and structure of our tourism industry. However, I believe it's time to do a better job of putting our smaller regions on the map and continue efforts to enhance their profile.”

Lani's career with Scenic Hotel Group began 30 years ago. Today Lani sits at the top table directing the Group's future direction and growth. She is also a director of numerous companies operating throughout New Zealand, including the Dunedin Casino, and has been involved in a number of initiatives with local government, such as the Mayoral Forum for the rejuvenation of Christchurch.

In her philanthropic capacity, Lani is heavily involved in many charities and is currently the Chair of Helen Anderson Trust which provides a support service for adults with intellectual disabilities.

Gary Jarvis

Gary Jarvis has had a distinguished 25-year career in hospitality and is a familiar figure to many in the New Zealand hotel sector.

For the past four years Gary has been the Group Operations Manager, Heritage Hotel Management, a hotel management company that employs over 500 staff and has 19 properties in New Zealand in 15 locations and spans three hotel brands – Heritage Hotels, CityLife Hotels and the Heritage Collection.



Gary has a wealth of experience in all facets of hotel management. He understands the expectation that hotels must be financially, environmentally and socially sustainable and play their part in the future of New Zealand's tourism industry. He has extensive knowledge in operating owned, managed and strata title hotels.

Gary has proven himself to have a clear head in a crisis. He was promoted to his current role after six years as General Manager of the Heritage Christchurch. He led his team through the immediate 2011 earthquake crisis and the demanding business recovery period, through to the triumph of the formal reopening in 2013, resulting in numerous awards. During his time with Heritage Christchurch he was on the Lincoln University Commerce Liaison Group and represented Heritage Hotel Management via the NZ Hotel Council and now TIA's hotel sector.

He joined Heritage Hotels in 2006, having previously worked at the Stamford Plaza Hotel Auckland, Sheraton Auckland, Huka Lodge and the Savoy Group UK.

He holds a Higher National Diploma in Hospitality, Hotel Management from the University of West London and is a recent graduate of the Institute for Strategic Leadership.

Gillian Millar

Gillian Millar is the AccorHotels Vice President New Zealand, Fiji and French Polynesia. She was appointed to the role in April 2017, based in the Accor Regional Office in Auckland. This is the first time a female leader has held this strategic role for New Zealand's largest hotel operator.



An experienced hospitality professional across a variety of senior roles for the past 20 years, Gillian has been Area General Manager of Operations for Victoria, Tasmania and South Australia and then more recently, Vice President Operations West Australia since rejoining AccorHotels in 2012.

She is responsible for managing AccorHotels interests in the region – in New Zealand specifically this comprises 32 hotels, 4300 rooms and 10 brands which generate over \$400 million in revenue. There are 24 Managed and eight Franchised hotels amongst the growing portfolio ranging from the luxury of Sofitel through to the ibis, ibis Styles and ibis Budget economy brands as well as the Pullman, MGallery, The Sebel, Grand Mercure, Novotel and Mercure brands.

With a passion for improving hotel performance and service delivery, Gillian adds value with clear ability in the areas of coaching, mentoring and people development. Fiscally orientated and with a genuine passion for the sector, she lives by the belief that no one person makes a hotel or corporate office, it's the team that builds the character and supports the delivery of a high level of key metrics achievement.

Gillian is looking forward to leveraging her past experience, engaging at both operational and strategic levels to improve performance for the hotel sector in New Zealand, Fiji and French Polynesia.

Scott Wallace

In my role as Regional General Manager New Zealand for Mantra Group (Peppers, Mantra & BreakFree Hotels) I have the opportunity to get around the regions and see how the visitor industry is performing.



Each region has its own opportunities and challenges so I wish to represent the hotel sector through my knowledge of all accommodation levels and regions on the TIA Board.

I have previously served the hotel sector as the Canterbury Regional Chair for TIA's Hotel Sector, and also on the Board of the Tourism Export Council New Zealand. I am also a past Director of Christchurch & Canterbury Tourism.

With 20 plus years at senior management level in the New Zealand tourism industry, I have seen the good times and the bad. I have been encouraged by how hoteliers have taken a more global perspective to demand and pricing that leads to improved sustainable profitability.

Call me old school, but I am a believer that we need to maintain our trade partnerships and balance our inventory across all segments in these positive times. Markets are fluid but our inventory isn't.

Prior to joining Mantra Group, I worked for Wyndham Hotels (mainly Ramada Hotels in New Zealand) and had 18 enjoyable years with Millennium & Copthorne Hotels, so I have been able to form tourism networks and contacts across many regions. I have found this very useful when getting the local perspective needed to understand issues at Board level.