

MEET OUR KEYNOTE SPEAKERS



Figure 1. Meet Our Keynote Speaker Heikkinen, Vesa Antero (V.A)

Personal details: Heikkinen, Vesa Antero (V.A)

Web: <http://www.haaga-helia.fi/fi/yritykselle/yritykselle/asiantuntijat>

Education

- Doctor of Pedagogy, University of Turku, Department of Pedagogy Studies, June 2004
- Master Laudatory -examination in Home economics, University of Helsinki, Faculty of Pedagogy, January 1995
- Master Laudatory -examination in Pedagogy, University of Helsinki, Faculty of Pedagogy, January 1992
- Cook, Hotel and Restaurant Institute of Turku, May 1984

Kay research, develop, innovation and teaching areas

- Service, food and hospitality innovations
- Business insight and foresight in tourism, hospitality, food and experience industries
- Future studies
- Research, development and innovation methods
- Service and experience design
- Tourism, hospitality and experience trends
- Future food



- Future airport, shopping malls, fairs, meetings
- Future of destinations, theme parks, hotels, restaurants and services
- Digital, virtual and physical hospitality experiences
- Skill analysis, qualifications in service industry
- Service robotics, wearables, multi-sensory spaces in hospitality sector
- Ambient and design management