

About the Authors

Jennifer Blanke

Jennifer Blanke is Chief Economist and Head of the Global Competitiveness and Benchmarking Network at the World Economic Forum. Since joining the team in 2002, she has written and lectured extensively on issues related to national competitiveness and has edited a number of competitiveness reports, with a particular regional focus on Western Europe and sub-Saharan Africa. From 1998 to 2002, she was Senior Programme Manager responsible for developing the business, management, and technology section of the World Economic Forum's Annual Meeting in Davos. Before joining the Forum, Dr Blanke worked for a number of years as a management consultant for Eurogroup, Mazars Group in Paris, France, where she specialized in banking and financial market organization. Dr Blanke obtained a BA in International Relations from Hamilton College, a Master in International Affairs from Columbia University, and an MA and a PhD in International Economics from the Graduate Institute of International Studies (Geneva).

Thea Chiesa

Thea Chiesa is Director and Head of Aviation & Travel Services at the World Economic Forum. She has a background in business development and strategic planning in the aerospace/telecom industry, having spent nine years working with Telespazio as part of both Telecom Italia and Finmeccanica. She was part of the founding team of TVFiles SpA, an Italian telecommunications startup offering satellite broadband services to the media, pharmaceutical, and 3G industries, where she held the role of business development and was responsible for the relations with the European Union and the European Space Agency. At the Forum, she has developed an expertise in the Travel & Tourism industry, having headed the community for eleven years. Coupled with her background in advanced communications systems, Ms Chiesa has developed a passion for the Travel & Tourism industry and has experience analyzing consumer trends. She is currently working with key government and industry leaders in developing strategies and implementing innovative projects in the fields of T&T competitiveness, the future of travel and transportation industries, trade related to the transportation industry, and managing transportation risk. Ms Chiesa has a BSc in Management from Boston College and a Master in International Relations from Boston University. She is an alumna of the World Economic Forum's Global Leadership Fellows Programme.

Roberto Crotti

Roberto Crotti is a Quantitative Economist and Manager with the Global Competitiveness and Benchmarking Network at the World Economic Forum. His responsibilities include the computation of a range of indexes as well as data analysis for various projects and studies. His main areas of expertise are quantitative research, forecasting, macroeconomics, and public economics. Prior to joining the Forum, he worked as an Analyst in the private consulting and forecasting sector. Mr Crotti holds an undergraduate degree in Economics/Economic Policy from Università Cattolica del Sacro Cuore in Milan, Italy, and an MA in Economics from Boston University in the United States.

Terry Delacy

Terry Delacy is a Professor in Sustainable Tourism and Environmental Policy at Victoria University, Melbourne, Australia. He was previously Director of the Australian government's established, national Sustainable Tourism Co-operative Research Centre. Dr Delacy's research area is in environmental policy specializing in sustainable tourism, most recently focusing on climate change and destinations in the emerging green economy. He recently led projects in Bali on developing a green growth 2050 roadmap and is currently leading projects in the Pacific on developing vulnerability/resilience frameworks for the tourism sector to adapt to climate change.

Dirk Glaesser

Dirk Glaesser joined the World Tourism Organization (UNWTO) in 1997 as Sales and Marketing Representative. He was appointed Chief of Publications in 2001 and, in addition, Chief, Risk and Crisis Management in 2007. Since 2007, he has supervised the UNWTO Consulting Unit on Biodiversity and Tourism. Dr Glaesser has authored several publications, which have been widely translated. He received a PhD from the University of Lüneburg (Germany) and was awarded in 2001 the International Tourism Exchange's (ITB) scientific prize for his work on crisis management.

John Kester

John Kester is Manager of the Market Trends and Marketing Strategies Programme at the World Tourism Organization (UNWTO, www.unwto.org), a specialized agency of the United Nations, in Madrid, Spain. He started his career in the UNWTO Secretariat in January 1997 and, since August 2006, he has been supervising the team that carries out the activities with regard to short-term and long-term trends in tourism and forecasting, marketing, promotional techniques, and competitiveness. Since its inception in 2003, he has been involved in the development and compilation of the *UNWTO World Tourism Barometer*, a publication aimed at monitoring the short-term evolution of tourism. He has been in charge of the update of the long-term forecast *Tourism Towards 2030*. On behalf of the UNWTO, he has participated in the development of the Travel & Tourism Competitiveness Index of the World Economic Forum since the first *Travel & Tourism Competitiveness Report* in 2007. Mr Kester holds a Master in Social Science from the University of Leiden (the Netherlands).

Geoffrey Lipman

Geoffrey Lipman is Director of Greenearth.travel and Gatetrip.com, former Assistant Secretary General of the UNWTO, former President of WTTC, and former Executive Director of IATA. He is a Visiting Professor at Victoria University, Melbourne, Australia, and at Oxford Brookes University in the United Kingdom. He is a member of the World Economic Forum's Global Agenda Council on New Models of Travel & Tourism. Professor Lipman has lectured around the world and written widely on aviation, tourism, and travel-related issues. He is a co-author of *Green Growth and Travelism: Letters from Leaders*. He is a creative and out-of-the-box thinker committed to the cause of sustainable mobility and green growth.

Julie Perovic

Julie Perovic is a Senior Economist at the International Air Transport Association (IATA), with over six years of experience in economic analysis and modeling. Within the Chief Economist Department, she is responsible for analysis and evaluation of air transport markets, including the suite of IATA Economics publications on airline industry performance. Previously she worked as a consultant on a variety of assignments, including macroeconomic strategy development in emerging Asia, valuing economic benefits of transport safety in the Middle East, and a host of transport and infrastructure economic assessments in Australia. Ms Perovic received a BBA in Economics from the University of Louisiana and an MA in Economics from Wichita State University (both in the United States).

Timm Pietsch

Timm Pietsch is a Senior Research Analyst of Booz & Company, based in Düsseldorf, and a member of the company's global transportation group. As such, Dr Pietsch focuses on market assessments, competitive intelligence, and trend analysis on an international basis. His main areas of expertise include Travel & Tourism and passenger and freight transport across aviation, railways, and infrastructure sectors in European and Middle East geographies. Prior to joining Booz & Company in 2005, he worked as a journalist concentrating on passenger rail markets. Dr Pietsch holds an MA and a PhD from Düsseldorf University, Germany.

Jürgen Ringbeck

Jürgen Ringbeck is a senior Partner at Booz & Company, based in Düsseldorf. Dr Ringbeck is a well-recognized international expert working with leading industry players such as airlines, tour operators, and railways as well as governments mainly in Europe, the Middle East, and Asia. Since 2002, he has acted as a senior adviser to the World Economic Forum and leads the work of Booz & Company as a strategic partner of the Forum's Aviation, Travel & Tourism group. Dr Ringbeck holds a diploma in Mathematics from the University of Münster, Germany, and he obtained a PhD in Economics from the University of Osnabrück, Germany. Dr Ringbeck started his career as an Assistant/Guest Professor in Management Science at the University of Toronto, Canada, and the University of Osnabrück, Germany. From 1988 until 2001 he worked as a Strategy Consultant/Partner at McKinsey & Company. Dr Ringbeck is the author of numerous publications in the areas of management science, strategy, and operational management, and has received several international awards for his academic work.

Zachary Sears

Zachary Sears is a Senior Economist at Oxford Economics in the Tourism Economics Division. He performs a broad range of industry analysis, econometric modeling, input-output impact modeling, and report drafting, and also provides consulting services to public- and private-sector clients. Prior to joining Oxford Economics, he was an Economist and Regional Analyst at Moody's Analytics. Mr Sears holds a BA in Justice from American University in Washington, DC; an MA in International Relations from Saint Mary's University in San Antonio, Texas; and an MS in Community Development and Applied Economics from the University of Vermont.

Rochelle Turner

Rochelle Turner joined the World Travel & Tourism Council (WTTC) as Research Manager in September 2012. Her responsibilities include planning and conducting policy and economic research studies that feed recommendations to governments as well as managing the relationship with WTTC's economic research partner, Oxford Economics. Ms Turner has a background in consumer and market research and has conducted research in or for the travel industry for nearly 15 years. Prior to joining WTTC, Ms Turner was the Head of Travel Research at Which?, the United Kingdom's consumer organization. She holds a BA in Anthropology and Economics from the University of Manitoba, Canada, and an MSc in Tourism Management from the University of Surrey in the United Kingdom.

Paul A Whitelaw

Paul A Whitelaw is a Senior Lecturer at the College of Business at Victoria University and the Centre for Tourism and Services Research, where he lectures in quantitative and computer-based hospitality management systems in undergraduate and postgraduate programs. Prior to this appointment, Mr Whitelaw was Foundation Executive Director of the Centre for Hospitality and Tourism Research, also at Victoria University. Before joining academe in 1991, he enjoyed nearly 15 years of experience in various line and executive positions in the tourism and hospitality industry. He spent his childhood actively exposed to his family's hotel, restaurant, and motel business interests.