INTERCONTINENTAL HOTEL GROUP

EXECUTIVE: Kirk Kinsell, president of the Americas

DATE: Jan. 9, 2014

TAKEAWAY: “You have to be aware of which balls you can drop, because they will bounce back to you, versus which balls you must always catch.”

PENNSYLVANIA CONVENTION CENTER

EXECUTIVES: Lorenz Hassenstein, general manager, Pennsylvania Convention Center; Michael Hill, managing director, Synterra Partners; Bob McClintock, chief operating officer of convention center division, SMG

MODERATOR: John Kroll, president, Keating Hospitality

DATE: April 2, 2014

TAKEAWAY: “If the customer’s happy, they’ll come back,” Hassenstein said.

COLLEGIATE ATHLETICS

EXECUTIVES: Patrick Kraft, deputy athletic director, Temple University; Vince Nicastro, athletic director, Villanova University; Renie Shields, associate athletic director and senior women’s administrator, St. Joseph’s University

MODERATOR: Harry Donahue, morning anchor, KYW Newsradio, and the voice of Temple basketball and football

DATE: April 14, 2014

TAKEAWAY: “That’s the way it is,” Kraft said of the financial inequalities in Division I sports. “You have to work within your parameters. A lot of it is doing what you can with the money you have.”