ExCo™ | Outperform.
Measurable Results. Leadership Impact.

Claire Bennett

Board Member
AutoNation (NYSE: AN)
Samsonite (SEHK: 1910)
Culligan International

Former Global Chief Customer Officer, Former Global Chief Marketing Officer
IHG Hotels and Resorts (LSE: IHG)



Claire Bennett is a board member and seasoned C-suite leader with over 35 years of multi-disciplinary P&L, consumer technology, operations, finance, and commercial experience at some of the most revered luxury/lifestyle, finance, and technology companies in the world. She is a tenured global governance leader (FTSE, NYSE, HK) and independent board director with a track record for driving growth and leading companies through dynamic industry, customer, and technological change. Bennett currently serves on the boards of AutoNation (NYSE: AN); Samsonite (SEHK: 1910); and Culligan International, a privately held worldwide leader in safe water delivery. As an operator, she held senior roles at IHG Hotels and Resorts (LSE: IHG) and American Express (NYSE: AXP). As an ExCo mentor, Bennett works with senior leaders who are navigating significant scale at pace, transformation, and complex stakeholder and governance dynamics.

Most recently, Bennett served at IHG as Global Chief Customer Officer and prior to that as Global Chief Marketing Officer. Bennett was critical in developing the transformation program which led to a segment-leading doubling of enterprise value during her tenure. In these roles, she oversaw commercial performance, data and analytics, product design and delivery, digital customer experience, and growth strategy for 19 brands and more than 6,000 hotels, a system representing $27B in gross revenue, over 3,000 owners, and 350K colleagues worldwide. As a member of the Executive Committee, she co-led the conceptualization, design, and execution of the company's enterprise-wide transformation plan. The initiative, encompassing portfolio acquisitions and optimization of the technology/operational customer experience, resulted in IHG's growth to the number two position in global luxury and lifestyle hospitality brands, with overall financial returns outpacing industry peers.

Previously, at American Express, Bennett advanced through a series of General Manager roles, leading Global Brand Management, U.S. Consumer Travel, and Consumer Loyalty before being named President and General Manager of the $10B Global Travel & Lifestyle unit, the industry's largest B2B and B2C travel services business. In this role, she directed a restructuring of the business and its omnichannel technology platform, consolidating 23 regions into five centers of excellence and driving 124% profit growth. During her tenure, her teams earned multiple awards for innovation and customer experience, including nine years ranked first in J.D. Power customer satisfaction.

Earlier in her career, Bennett held P&L and marketing roles at Dell Technologies, Inc., after beginning her career in finance and product management at The Quaker Oats Company, now part of PepsiCo.

Bennett has an undergraduate degree in accounting, and an MBA from Northwestern Kellogg Graduate School of Management. In addition to her previous operating experience, Bennett is currently a strategic adviser for corporate, PE, and family offices in the areas of acquisition analysis, VCP delivery, and resource allocation. She also engages in charity work focused on child welfare. A runner who competes in local races, she is also an avid experiential traveler who has visited 64 countries (and counting!). Originally from the Midwest, Bennett is married with two adult children and resides with her husband in New Jersey.