

HOSPITALITY TRAINING CONFERENCE #82

SATURDAY, JULY 30TH

17th Semi-Annual Community Service Event
8:00 am – 3:00 pm *Opportunity Village*

Conference Registration
12:30 pm – 6:30 pm *Salsa Registration Desk*

American Hotel and Lodging Association Educational Institute (AHLAEI) Certified Hospitality Trainer (CHT) Review and Examination
8:00 am – 5:00 pm *Coco*

CHART Competency Workshops

Executive/Leader Role: Business Acumen
8:00 am – 12:00 pm *Jaguar A*

Instructional Designer Role: Technical Knowledge
8:00 am – 12:00 pm *Jaguar B*

Manager Role: Operational Knowledge
1:00 pm – 5:00 pm *Jaguar A*

Trainer Role: Participant Management
1:00 pm – 5:00 pm *Jaguar B*

Mentor Meeting
5:00 pm – 5:30 pm *Conga A-C*

First Time Attendee Meeting
5:30 pm – 6:30 pm *Conga A-C*

Welcome Reception
6:30 pm – 8:00 pm *Amazon Q-T*

Hospitality Suite
9:00 pm – Midnight *Fiore*

SUNDAY, JULY 31ST

Conference Registration
8:00 am – 9:00 am *Salsa Registration Desk*

Continental Breakfast
8:00 am – 8:30 am *Amazon Foyer*

Conference Opening
8:30 am – 8:45 am *Amazon G-H*

General Session
The Power of ONE Team: Six Strategies for Creating Competitive Greatness
Kathleen Wood, Founder and Chief Catalyst, Kathleen Wood Partners
8:45 am – 10:15 am *Amazon G-H*

Board Candidate Introductions
10:15 am – 10:30 am *Amazon G-H*

Break
10:30 am – 10:45 am *Amazon Foyer*

Breakout Sessions –Round One
10:45 am – 12:15 pm

Getting Straight "A"s in Appreciation *Amazon I-J*
Progressive Training: A Design that Wins *Amazon K-L*

Innovative Strategies for Succession Planning *Amazon M-N*
Going Mobile: The Next Generation of Learning *Amazon O-P*

10 Powerful New Ways to Engage, Energize and Enlighten Today's Managers *Amazon Q-R*
What's Keeping You Up at Night? *Amazon S-T*

Leadership Luncheon/Business Mtg & Elections
12:00 pm – 1:15 pm *Amazon G-H*

General Session
What Presidents Want You to Know: Tips from a Brand President
Kat Cole, President, Cinnabon
1:30 pm – 2:00 pm *Amazon G-H*

LIVE! Ask My Peers 2.0
2:00 pm – 3:30 pm *Amazon G-H*

Resource Gallery and Reception
3:30 pm – 6:00 pm *Tropical*

Dinner on Your Own/Optional Evening Activities
6:00 pm – 10:00 pm

Hospitality Suite
9:00 pm – Midnight *Fiore*

MONDAY, AUGUST 1ST

Continental Breakfast
8:00 am – 8:30 am *Amazon Foyer*

Conference Announcements
8:30 am – 8:45 am *Amazon G-H*

General Session
Best Idea Wins: Collaborate and Innovate
Steven Smith, Co-founder, MarcumSmith
8:45 am – 10:15 am *Amazon G-H*

Break
10:30 am – 10:45 am *Amazon Foyer*

Breakout Sessions –Round Two
10:30 am – 12:00 pm

Getting Straight "A"s in Appreciation *Amazon I-J*
Progressive Training: A Design that Wins *Amazon K-L*

Using Personality Assessments to Improve Communication & Reduce Conflict *Amazon M-N*
Maximizing Throughput: Six Steps to Increase Top Line Sales *Amazon O-P*

Creating a World-Class Enterprise-Wide Learning Organization *Amazon Q-R*
Customer Winfluence vs. Customer Service *Amazon S-T*

Lunch on Your Own
12:00 pm – 1:00 pm

General Session
THE Social Revolution: A Drastic Change in Thinking and Behaving about Training & Engaging Today's Talent
Amanda Hite, Founder, CEO and Change Agent, Talent Revolution
1:00 pm – 2:30 pm *Amazon G-H*

The State of the Industry Presentations
Dawn Sweeney, President and CEO, National Restaurant Association
Lisa Costello, Vice President of Government Affairs, American Hotel & Lodging Association
2:30 pm – 3:20 pm *Amazon G-H*

Breakout Sessions –Round Three
3:30pm – 5:00 pm

Going Mobile: The Next Generation of Learning *Amazon I-J*
10 Powerful New Ways to Engage, Energize and Enlighten Today's Managers *Amazon K-L*

Innovative Strategies for Succession Planning *Amazon M-N*
Maximizing Throughput: Six Steps to Increase Top Line Sales *Amazon O-P*

Creating a World-Class Enterprise-Wide Learning Organization *Amazon Q-R*
Customer Winfluence vs. Customer Service *Amazon S-T*

Commitment to People Reception
6:00 pm – 7:00 pm *Brasilia 1-2*

Commitment to People Awards Gala, Dinner & Silent Auction
7:00 pm – 10:00 pm *Brasilia 4-7*

Hospitality Suite
10:00 pm – Midnight *Fiore*

TUESDAY, AUGUST 2ND

Continental Breakfast
8:30 am – 9:00 am *Amazon Foyer*

Conference Announcements
9:00 am – 9:15 am *Amazon G-H*

General Session
Dare to be Remarkable: Strategies for Showcasing Your Brand and Creating Your Success
Roz Usheroff, President, The Usheroff Institute
9:15 am – 10:45 pm *Amazon G-H*

Break
10:45 am – 11:00 am *Amazon Foyer*

General Session
Delivering Happiness: Building a Brand that Matters
Jamie Naughton, Speaker of the House, Zappos.com
11:00 am – 12:15 pm *Amazon G-H*

Closing Remarks & Conference Adjournment
12:15 pm – 12:30 pm *Amazon G-H*

BREAKOUT SESSIONS

Trainer Track

Getting Straight "A"s in Appreciation
Patrick Yearout, Director of Training, Juv's Restaurant

Using Personality Assessments to Improve Communication & Reduce Conflict
Joleen Goronkir, President, People and Performance Strategies

Manager Track

10 Powerful New Ways to Engage, Energize and Enlighten Today's Managers
Chase LeBlanc, Founder, Leaders

Customer Winfluence vs. Customer Service: HOW to truly WOW the Customer
Dr. Dennis Rosen, Founder, Winfluence® Solutions

Maximizing Throughput: Six Steps to Increase Top Line Sales
Kim Florence, Manager of Brand Culture, Hotel Indigo, InterContinental Hotel Group

Instructional Designer Track

Going Mobile: The Next Generation of Learning
Monique Donahue, Vice President, Research & Development, American Hotel & Lodging Association Educational Institute

Progressive Training: A Design that Wins
John Kidwell, HR Senior Consultant, Mazzoni Italian Eatery

Executive/Leader Track

Creating a World-Class Enterprise-Wide Learning Organization
Ed Parvuk, Leader, Learning Design, Operations, Management, Development, Darden Restaurants

Innovative Strategies for Succession Planning
Dr. Claudia White, President, White Smith Consultants

Key Industry Topics

What's Keeping You Up at Night?
Victor Fernandez, Executive Business Analyst, People Impact
Kathy Nash, Business & Human Capital Analyst, People Impact



Develop People. Improve Performance.