

**The National Concierge Association (NCA)  
Invites You To Attend  
It's 18th Annual Educational Conference**



TURNING ORDINARY INTO  
*Extraordinary*



**Chicago, August 4-6**

# **OFFICIAL CONFERENCE AGENDA**

The NCA Executive Board of Directors reserves the right to amend, substitute or replace events, speakers and activities listed in this agenda at any time.

**Breakfast:**  
**Opening session**  
**Lunch**  
**Afternoon session**

**On Own**  
**9:00 AM**  
**12:00pm-1:30pm**  
**1:30pm—3:00pm**

*“NCA Chapters: Turning Ordinary Into Extraordinary!”*



**The NCA Chapters’ TEAM meeting is open to all NCA Chapter Leaders (all board positions), Executive Board members and NCA National Partners.**

The annual workshop will include “board member of the year” discussions and breakout sessions. Included are complimentary boxed lunches, coffees, sodas & waters. Dress code is business casual. Event is open to NCA Chapter’s Board of Directors, Advisors, Executive Board members and NCA National Partners only.

**3:30PM—6:00PM** **FREE TIME**

**THURSDAY, AUGUST 4, 2016 EVENING**  
**6:00pm—8:00pm**  
**Location:**  
**Dress code:**  
**All attendees & guests welcome!**

**NCA 18th Annual Welcome Reception**  
*Skydeck, 99th floor. Willis Tower*  
**Business attire**

*NCA Taste Of Chicago Affiliate Showcase*

Hosted by the NCA-Chicago Chapter, the 18th annual NCA Conference kicks off on top of the city with an NCA Affiliate Showcase of all that Chicago has to offer during your stay! This fun evening includes Hors d’oeuvres and cocktails compliments of The Metropolitan Club Chicago served between 6:00-7:00pm. Rounding off the evening will be a complimentary city tour provided by Chicago Double Decker Bus from 8:00pm-9:00pm with return to the Whitehall Hotel. All registered attendees and guests are welcome to attend.

*Thank you to our hosts!*

**The NCA-Chicago Chapter**



**FRIDAY, AUGUST 5, 2016**

**Dress code for day events—resort casual.**

**8:00am—10:30am**

**Loyola University—room location TBD**

**Breakfast on own**

**NCA Annual Membership Meeting**



National Concierge Association

## 2016 NCA ANNUAL MEMBERSHIP MEETING

All NCA members welcome. It is not necessary to be registered for the conference to attend the annual NCA membership meeting although the remainder of the day's events are open to registered conference attendees only. Please wear your NCA member pin to gain admittance. A full agenda will be electronically distributed 30 days prior to the meeting. A continental breakfast, coffee, sodas and waters will be provided.

**10:30am-12:00pm**

**Seminar**

**Registered Conference Attendees Welcome To Attend**



### **“The LEADERSHIP Connection”**

Erik Therwanger,

**ThinkGREAT Founder, Author, Speaker**

**[www.thingreat90.com](http://www.thingreat90.com)**

Discover the greater purpose as a leader and unlock your potential, inspiring your team to set and accomplish important goals. Discover the leadership strategies and techniques necessary to inspire, motivate, and influence your teams and co-workers.

**12:00pm –1:30PM**

**Best Pizza In Chicago!**

All attendee's welcome to join us as we are hosted by Connie's Pizza!

Wear comfortable shoes as Connie's Pizza is a short walk from meeting space!



**1:30pm-3:00pm**

**Loyola University—room location TBD**



### **“Tapping Into Your Inner Magic”**

**Randy Bernstein, Magician**

Leveraging his magic skills and quick wit, Randy Bernstein is a dynamite presenter. Randy provides a unique and entertaining presentation on motivation, service, and team building. Weaving in personal stories, humor, and magic, get ready to learn, engage, and have fun with “the magic of team building and motivation.”

**3:00PM-6:00PM**

**6:00PM-10:00PM**

**FREE TIME**

**EVENING GROUP EVENT**

*See next page for explanation of event*

**FRIDAY, AUGUST 5 2016 EVENING EVENT**

**6:00pm—10:00pm**

**ALL ATTENDEES & GUESTS WELCOME TO ATTEND**

**DRESS CODE: BUSINESS ATTIRE**



Join us as we escape into Chicago's underworld on a crime and mob tour followed by dinner at Tommy Gun's Garage. Explore the criminal past of Chicago's River North, Gold Coast, Lincoln Park, Old Town, Loop and Magnificent Mile neighborhoods. All attendees & registered guests welcome to attend. Transportation provided from the Whitehall Hotel. More details coming soon.

**SATURDAY, AUGUST 6, 2016**

**9:00AM-10:30AM**

**DRESS CODE: BUSINESS CASUAL**

**LOYOLA UNIVERSITY—ROOM TBD**

**GENERAL SESSION—SEMINAR**

**BREAKFAST ON OWN**



**“ The Value of Corporate Concierge Services In  
An Ever-Changing  
& Highly Competitive Marketplace!”**

**Robert Six, Principal and Chief Operating Officer  
Zeller Realty Group**

Robert six joined Zeller Realty Group (ZRG) in Chicago in 2001. As Principal and Chief Operating Officer, he oversees management and administration for all ZRG entities and properties and is a co-investor in the company's properties. Six is involved in every aspect of the business, from acquisitions an dispositions to development, marketing, leasing and property management. In this special presentation, Mr. Six will address the valuable role of the corporate concierge service in todays ever-changing and highly competitive real estate marketplace.



**Zeller Realty Group®**

SATURDAY, AUGUST 6, 2016

LOYOLA UNIVERSITY—ROOM TBD

10:30AM—11:30AM

Group Discussion/Breakout

*Group Discussion Topic*

## “Your Role In Today’s Corporate World”

As a follow up to Mr. Six’s discussion this morning, this session will be about the infinite variety of Concierge services in the world today, what’s trending in the hospitality industry and our own “best practices.” Led by NCA Founder & CEO Sara-ann Kasner and NCA National President Carol Mullikin, the discussion will include stories about the use of technology and Social Media to enhance business.

**There will be a 30-minute intermission prior to the Keynote Luncheon**

12:00PM-2:30PM

LOYOLA UNIVERSITY-ROOM TBD

### THE 2016 KEYNOTE SPEAKER LUNCHEON

All registered attendees and guests welcome to attend



*The NCA Executive Board of Directors*

*Proudly Presents*

## “Don’t Accept Cheap Advice”

One Entrepreneur’s Humorous Take On  
The “Secrets of Success”

Ray Brimble, CEO & President

This fun talk about the advice you hear every day on how to be successful is sure to leave you with some sound advice for your future. The program is also a fundraiser for a charitable cause chosen by the NCA membership. All registered attendees and guests are welcome to attend. This event includes a buffet lunch.

2:30PM—3:30PM

FREE TIME!

GET OUTSIDE AND SEE CHICAGO!



## SATURDAY, AUGUST 6, 2016 EVENING SOIREE

### EVENING SOIREE

Loyola University Chicago

6:00pm-7:00pm

7:00pm-8:00pm

8:00pm-10:00pm

### 18TH ANNUAL NCA GALA AWARDS DINNER

Dress code: Semi-formal, cocktail attire

Reception

Gala Dinner

Program

*The NCA Executive Board of Directors  
Cordially invites all registered attendees & guests to attend*

## **The 18th annual NCA Awards Extravaganza**

Evening program will include reception, dinner, presentation of 2016 NCA Awards  
and announcement of the location for the NCA Conference 2017!



## **Thanks For The Memories (2015) NCA Honorees**



***NCA 2015 Chapter Of The Year!***

**NCA-Washington DC Metropolitan Area Chapter**

*2015 NCA Honorees continued on next page*

## THE 2015 NCA HONOREES CONTINUED



### 2015 INTERNATIONAL PARTNER OF THE YEAR

**Tim O'Malley, Publisher**  
Chicago, Illinois



### 2015 Concierge Outstanding Service Awards

**Andrea Watson, Concierge**

Classic Concierge Inc.  
Washington, DC

**Michael Higgins, Concierge**

Classic Concierge, Inc.  
Washington, DC

**Madaly Finstad, Concierge**

O.C. Tanner  
Salt Lake City, Utah



### ADDITIONAL AWARDS IN 2015



Best Chapter Affiliate Partner  
Best NEW Chapter Affiliate Partner  
Best Chapter Associate Member  
Best Chapter Volunteer  
Best Educational Program  
Best Chapter Membership Program  
NCA Communication Award  
Best Chapter Philanthropic Program  
NCA Leadership Award

Historic Hennepin Theaters, Kelli Hoskins, Group Sales Mgr.  
Sherry's Wine & Spirits, Washington, DC  
Judy Sunvold, Mgr of Conf. Services, Loyola University Chicago  
Christy Evans, Best Western, Sedona, Arizona  
NCA-Nevada Chapter  
NCA-Washington, DC Metropolitan Area Chapter  
NCA-Chicago Chapter  
NCA-Arizona Chapter  
Tony Curtis, President, NCA Washington DC Metropolitan Chapter

### 2015 NCA BOARD MEMBERS OF THE YEAR

**Kristin Brown, NCA-Arizona Chapter**

**Penelope Hughes, NCA-Chicago Chapter**

**Amanda Brown, NCA-Minnesota Chapter**

**Vik Chohan, NCA-Nevada Chapter**

**Latrice Burton, NCA-Washington DC Metropolitan Area Chapter**

**Michael Higgins, NCA Executive Board of Directors**



# Thank You NCA Conference 2016 Partners

## THE NCA-CHICAGO CHAPTER

**TIER REIT**

Houston Portfolio



**RED DOOR SPA**  
Elizabeth Arden



Zeller Realty Group®



*Chicago's Legit Crime Tour*



*A Member of the ClubCorp Family*

**CHICAGO TROLLEY &  
DOUBLE DECKER CO.**



- Est. 1963 -  
**CONNIE'S**  
*pizza*

