



August 8-10, 2019
 Minneapolis, Minnesota
 21st Annual Conference

National Concierge Association 21st Annual Education Conference
 August 8-10, 2019
 The Marquette Hotel | Minneapolis, Minnesota
www.ncakey.org

2019 CONFERENCE AGENDA

Wednesday, August 7

6:00 – 8:00 p.m.

Royal Foundry Crafts & Spirits
 Welcome Reception for Chapter Board Members hosted by Minnesota Chapter

Thursday, August 8

8:15 a.m. -3:30 p.m.

7:30 a.m.

8:15 – 8:45 a.m.

8:45 – 11:45 a.m.

11:45 a.m. – 12:45 p.m.

1:00 – 3:00 p.m.

4:00 p.m.

4:00 – 5:45 p.m.

6:00 – 7:30 p.m.

TEAM Meeting – NCA Board Members
 Depart The Marquette Hotel for Landmark Center, St. Paul
 Breakfast
 Morning Session
 Lunch
 Paddleford Cruise on Mississippi River
Guest Speaker: Sharon Stiteler, "Minnesota Bird Chick"
 Return to The Marquette Hotel
 FREE TIME
 Conference Welcome Reception
 Shindig Event Space, Minneapolis (light appetizers & cash bar)

Friday, August 9

9:00 a.m. – 4:00 p.m.

8:45 a.m.

9:00 – 10:00 a.m.

10:15 – 11:00 a.m.

11:00 – 11:30 a.m.

11:30 a.m. – 12:15 p.m.

12:15 – 1:15 p.m.

1:30 – 2:30 p.m.

2:30 – 3:00 p.m.

3:00 – 3:30 p.m.

3:30 p.m.

3:30 – 4:30 p.m.

4:30 – 6:00 p.m.

6:00 – 8:00 p.m.

Annual Meeting & General Sessions, The Marquette Hotel - Mississippi Room
 Breakfast served
 NCA Annual Membership Meeting - All Members Welcome
Elections for 2019-2021 Executive Board held during this time
 Annual Meeting continues
 "The Three Mississippis of the Twin Cities"
 John Anfinson, Superintendent, Mississippi National River and Recreation Area,
 National Park Service
 "Roll Out the Red Carpet: Add the WOW Factor to Your Work"
 Donna Cutting, Founder/CEO, Red Carpet Learning Systems
 Lunch on your own
 "Bridging Broadway"
 Jim Sheeley, President, Historic Theatre Group and Broadway Across America-North
 Networking Activity, Minnesota Chapter Board of Directors
 "Cheesecake Funk"
 Vanessa Drews, Owner, Cheesecake Funk
 2019-2021 NCA Executive Board Election Results
 FREE TIME
 Travel time to Mall of America
 Mall of America Scavenger Hunt
 Transportation via light rail
 Event will include multiple locations within MOA, progressive appetizers and cash bars

Saturday, August 10

9:00 – 10:15 a.m.

10:15 – 11:30 a.m.

11:30 a.m. – Noon

Noon – 2:00 p.m.

2:00 – 6:00 p.m.

6:00 – 10:00 p.m.

Breakfast on your own
 "What Happens Next" (Social Media)
 David Keinert, Director of Marketing, Bigos Management
 "The Magic of Concierge Services"
 Steven "Hudson" Cotariu, Owner/Entertainer, Hudson Magic
 Group Photo
 Keynote Luncheon & Speaker
 "From Diva Dogs to Do-Overs: A Dog Musher's Perspective on Personalities,
 Adaptability & Unleashing Your 'Wild' Side"
 Chris Heeter, The Wild Institute
 FREE TIME
 Gala Reception, Dinner & Awards, IDS Center, 50th Floor