Shining a Light on Hospitality – The Next Generation

23rd Annual NCA Educational Conference

August 25th - 27th, 2022

AGENDA

THURSDAY 08.25.22

8:30am Dress Code: Resort Wear

6:00pm Dress Code: Business Attire

Thursday Daytime Sessions for Leadership Attendees

8:00am - 8:30am NCA Leaders Breakfast
at First Baptist Church of Glenarden (hotel pick up at 7:30am)
Breakfast sponsored by To Your Taste Catering

8:30am - 12:30pm NCA Leadership Workshop

12:30pm - 1:30pm NCA Leadership Lunch
Lunch sponsored by First Baptist Church of Glenarden

1:30pm - 3:30pm Trolley Tour of Washington, DC Memorials
Sponsored by Old Town Trolley Tours

6:00pm Welcome Reception for All Attendees & Guests
at Morrison Clark Historic Inn & Restaurant (hotel pickup at 5:30pm)
Complimentary Hors d' oeuvres and drink tickets, sponsored by NCA-Washington, DC Metropolitan Area Chapter

6:30pm Welcome Address
From Sara-ann Kasner, NCA Founder & CEO

FRIDAY 08.26.22

Dress Code: Business Casual

Friday Sessions for Registered Attendees

GRAND HYATT, WASHINGTON, DC. ROOM: INDEPENDENCE FGHI

7:30am - 8:30am Full Breakfast served

8:30am - 10:00am NCA Annual Membership Meeting

10:00am - 10:15am Break

10:15am - 11:15am Evolution of the Concierge Industry
Speaker Presentation: Linda Ellis, Capitol Concierge

11:15am - 12:15am History of Washington, DC
Speaker Presentation: Dr. Kathleen Bashian, Tour-DC.com

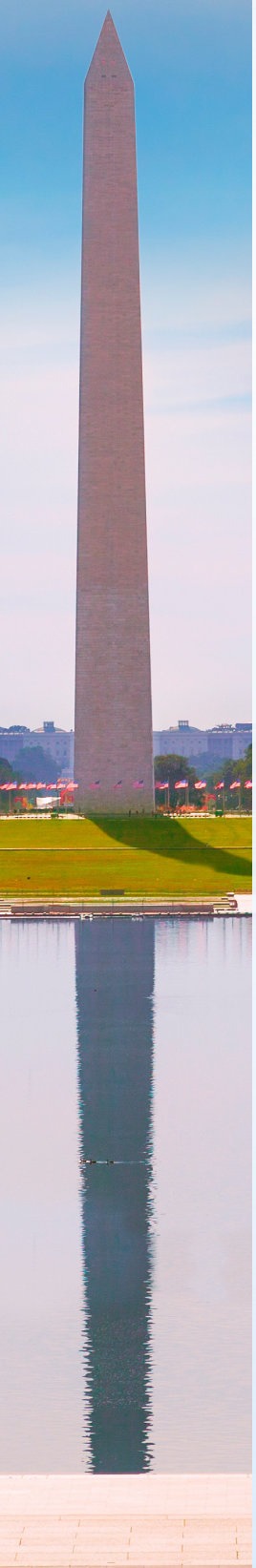
12:15pm - 1:30pm Lunch Break
Attendees are free to leave for lunch on their own

1:30pm - 2:30pm Transforming Lives of Vulnerable People
Speaker Presentation: Angela Jones-Hackley, Exec. Director, Covenant House
(includes a presentation of Jeans donated by NCA Members)

2:30pm - 4:45pm Be The Beacon Through Chaos
Speaker Presentation: Erik Therwanger, ThinkGREAT.com
(this presentation will include a short break)

4:45pm - Free Time

Optional: Complimentary Tours of Washington, DC Memorials
Old Town Trolleys is sponsoring this fun adventure!



Shining a Light on Hospitality – The Next Generation

23rd Annual NCA Educational Conference

August 26-28, 2022

AGENDA

SATURDAY 08.27.22

Daytime Dress Code: Business Casual

Saturday Morning Sessions for Registered Attendees

GRAND HYATT, WASHINGTON, DC.

ROOM: INDEPENDENCE FGHI

8:00am - 9:00am Continental Breakfast served

9:00am - 10:15am Technology Trends in Hospitality

Speaker Presentation: Yolanda Nelson, Owner of Nelson Manor and NCA-Washington, DC Metro Area Chapter Vice President and Rhett Butler, Owner of DNA Entertainment.

10:15am - 10:30am Break

10:30am - 12:00pm Diversity & Inclusion: Embrace It, Share It, Celebrate It and Healing After Chaos

Panel Discussion: Moderated by Lou Holder, Owner of Holder Sports, with Panelists: Jennifer Goff, Owner of Skip the Line, Rauf Shakir, CEO of USA Guided Tours, and Mistral Anampa, President and CEO of DC Nation Tours. Presentation by Nikki Scurlock, NCA Star of Excellence honoree will follow.

12:00pm - 12:15pm Group Photo

12:15pm - 12:30pm Break

12:30pm - 2:30pm NCA Keynote Speaker Luncheon: History of the Smithsonian

Keynote Speaker Presentation: Dr. Richard Kurin, Smithsonian Distinguished Scholar and Ambassador-at-Large

2:30pm - 6:00pm Free Time

Evening Dress Code: Cocktail or Evening Attire

All Attendees, Sponsors/NCA Partners and Guests are invited to attend the Evening Gala, Dinner and Awards Ceremonies

GRAND HYATT, WASHINGTON, DC.

ROOM: INDEPENDENCE FGHI

6:00pm - 7:00pm Gala Cocktail Reception

This event includes a cash bar and entertainment from The Corbin Canvas Trio

7:00pm - 8:00pm Gala Dinner

The Corbin Canvas Trio will provide music during dinner

8:00pm - 8:10pm Break

Grab a drink and come back ready for our ceremonies

8:10pm - 10:00pm NCA Annual Awards Ceremonies

Music, including soloist Yolanda Nelson, Owner, Nelson Manor and Vice President, NCA-Washington, DC Metropolitan Area Chapter