

# 79<sup>th</sup> Semi-Annual CHART Hospitality Training Conference

March 6-9, 2010

Grand Hyatt ~ San Francisco, CA

## AGENDA

### Saturday, March 6, 2010

<u>Time</u>	<u>Agenda Item</u>
12:30 PM – 6:30 PM	Conference Registration OPEN
1:00 PM – 5:00 PM	PreCon: CHART Trainer Competency Workshop – Strategic Planning
1:00 PM – 5:00 PM	PreCon: CHART Trainer Competency Workshop – Pres. Effectiveness
5:00 PM – 5:30 PM	Mentor Meetings
5:30 PM – 6:30 PM	First Time Attendee Meeting
6:30 PM – 9:30 PM	Opening Reception / Networking
9:00 PM – 12:00 AM	Hospitality Suite

### Sunday, March 7, 2010

<u>Time</u>	<u>Agenda Item</u>
7:30 AM	Light Breakfast
8:00 AM – 9:00 AM	Registration Open
8:30 AM – 9:00 AM	Conference Opening - Welcome
9:00 AM – 12:00 PM	General Session #1:  <b>Roadmap to Success: Strategies for Extraordinary Leadership</b> Susan Steinbrecher
	
12:00 PM – 12:15 PM	BREAK
12:15 PM – 1:15 PM	Leadership Lunch
1:30 PM – 2:00 PM	Business Report
2:00 PM – 4:00 PM	Ask My Peers - LIVE
5:00 PM - TBD	Service Event
6:00 PM – 10:00 PM	Dinner on Own / Optional Evening Activities
9:00 PM – 12:00 AM	Hospitality Suite



### Monday, March 8, 2010

<u>Time</u>	<u>Agenda Item</u>
7:30 AM	Light Breakfast
8:00 AM – 9:00 AM	Conference Registration Open
8:30 AM	Conference Open/Announcements
8:30 AM – 10:30 AM	General Session #2:  <b>The Economics of High Performing Teams</b> Steven Smith
	
10:30 AM – 10:45 AM	BREAK

Breakout Session Round One: 10:45 PM – 12:15 PM

TRAINER	INSTRUCTIONAL DESIGNER	MANAGER	EXECUTIVE/ LEADER	KEY INDUSTRY TOPICS
Purpose and Productivity - Denise Franck Aboody	The Hi-Tech Coaching Method that Hits the Bulls-Eye—Every Time! - Dr. Jason Taylor		The Missed Opportunities in Greening Hospitality - Eric Corey Freed	
In Search of Hospitality: Finding the Missing Link – Bill Marvin				
12:15 PM – 1:30 PM		Lunch Break		
Breakout Session Round Two: 1:30 PM – 3:00 PM				
TRAINER	INSTRUCTIONAL DESIGNER	MANAGER	EXECUTIVE/ LEADER	KEY INDUSTRY TOPICS
Purpose and Productivity - Denise Franck Aboody	The Hi-Tech Coaching Method that Hits the Bulls-Eye—Every Time! - Dr. Jason Taylor		The Missed Opportunities in Greening Hospitality – Eric Corey Freed	
In Search of Hospitality: Finding the Missing Link – Bill Marvin				
3:00 PM – 5:30 PM		Resource Gallery/Reception		
6:00 PM - 9:00 PM		Dinner Event/Activities		
9:00 PM - 12:00 AM		Hospitality Suite		

## Tuesday, March 9, 2010

9:00 AM – 9:15 AM	Conference Opener
9:15 AM – 10:45 AM	General Session #3
	<b>Training and Development: A Service Value Proposition</b> Joleen Goronkin
10:50 AM – 12:20 PM	General Session #4
	<b>Confidence Under Pressure</b> Don Akers
12:20 PM – 12:30 PM	General Session Closing & Conference Adjournment