



20<sup>th</sup> Anniversary  
 NCA Education Conference  
 August 23-25, 2018  
 The Guest House at Graceland  
 Memphis, Tennessee

Conference Schedule & Speakers

**Thursday, August 23 – [The Guest House at Graceland](#)**

TEAM Meeting (NCA Board Members only)	9am – 3pm
Includes panel discussion <i>Natural Disasters in the Workplace</i> with NCA Member, Maggie Walker, NCA Member and Chief Concierge and Wine Director, Kenwood Inn & Resort Spa, Kenwood, California	
Welcome Reception	6 – 7:30pm

**Friday, August 24 – Domino Event Center at [St. Jude Children’s Research Hospital](#)**

NCA Membership Meeting	8:30am
Tour & Philanthropic Activity at St. Jude	10am
Lunch & Presentation with <a href="#">John T. Edge</a> , Author	12pm – 2: 30pm
<i>From Kitchen Tables to Restaurant Theaters: The Role of Food in the Civil Rights Movement</i>	
Visit to <a href="#">National Civil Rights Museum</a> (ticket included in registration)	3 – 5pm

**Saturday, August 25 – The Guest House at Graceland**

Mayra Belen, NCA Member and Senior Concierge, University of Pennsylvania Health System (Penn Medicine), Philadelphia, Pennsylvania	9 – 10am
<i>Taj Ma Heal</i>	
<a href="#">Jimmy Ogle</a> , Memphis Historian	10 – 11am
<i>Historic Memphis to Modern Memphis</i>	
Timothy Flohr, Instructor, <a href="#">University of Memphis Kemmons Wilson School for Hospitality and Resort Management</a> and	11am – 12pm
Jeanne Marie Cummings, Program Coordinator, <a href="#">Welcome to Memphis</a>	
<i>Trends Shaping the Future of the Concierge Profession</i>	
Faith Morris, Chief Marketing & External Affairs, <a href="#">National Civil Rights Museum</a>	12 – 2:30pm
<i>Civil Rights Movement &amp; MLK50: Where Do We Go From Here?</i>	
FREE TIME	2:30 – 5pm
Gala Dinner and Awards	6 – 10pm

**Keynote Luncheon**

*Please note that times are approximate and subject to adjustments when necessary.*

**REGISTRATION AVAILABLE AT [WWW.NCAKEY.ORG](http://WWW.NCAKEY.ORG)**