

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



# **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**

**Continental Breakfast Provided**

**9:00 AM**

**12:00pm-1:30pm**

**1:30pm—3:00pm**

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

## ChicagoHistoryMuseum

**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 is a continental breakfast and 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 & Event Partners**



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**The NCA-Chicago Chapter**

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**THE METROPOLITAN CLUB**  
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**FRIDAY, AUGUST 5, 2016**

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

**8:00am—10:30am**

**Loyola University—room location TBD**

**Rolls, coffee and beverages provided**

**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.thinkgreat90.com](http://www.thinkgreat90.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 attendees 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 by 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 and 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 today's ever-changing and highly competitive real estate marketplace.



**Zeller Realty Group®**

**SATURDAY, AUGUST 6, 2016**

**10:30AM—11:30AM**

**LOYOLA UNIVERSITY—ROOM TBD**

**Group Discussion/Breakout**



### *“Because Nice Matters”*

#### **Business Etiquette Seminar**

**Tony Curtis, President, Class Concierge Inc.**

Who is Emily Post and why does she matter? Tony Curtis, President of Classic Concierge, an NCA Certified Concierge, and President of the NCA-Washington DC Metropolitan Area Chapter will discuss business etiquette in and out of the office. Bring your notepad and jot down the long list of vital business etiquette rules.



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

**12:00PM-2:30**

**Keynote Speaker Luncheon**



### *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  
Lynxs Group LLC**

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

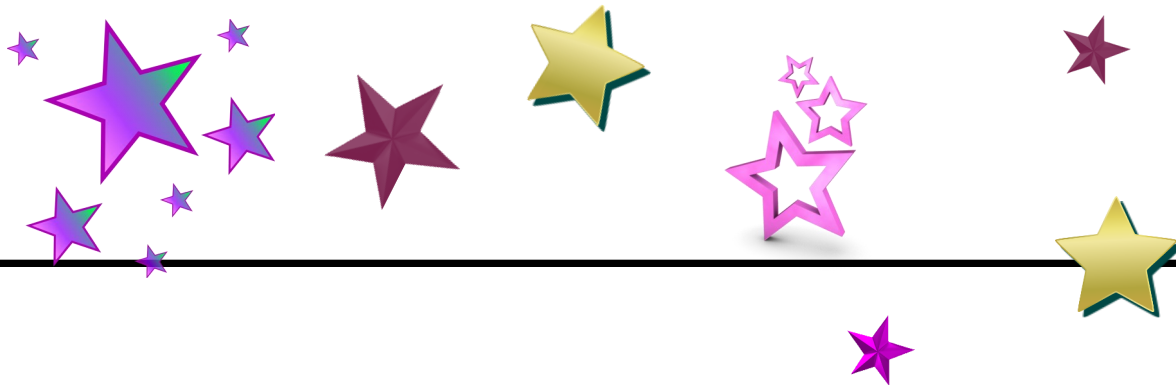
Gala Dinner

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

**Madaly Finstad, Concierge**

O.C. Tanner  
Salt Lake City, Utah

**Michael Higgins, Concierge**

Classic Concierge, Inc.  
Washington, DC



### 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

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CHICAGOLAND'S PREMIER GOLF DESTINATION GUIDE

**TIER REIT**

Houston Portfolio



*Chicago's Legit Crime Tour*



*A Member of the ClubCorp Family*

**CHICAGO TROLLEY &  
DOUBLE DECKER CO.**



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**CONNIE'S**  
*pizza*





# Thank You NCA Conference 2016 Partners

## THE NCA-CHICAGO CHAPTER



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