



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

Conference Schedule & Speakers
 Updated 08/08/2018

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

TEAM Meeting (NCA Board Members only)	9am – 3pm
Breakfast is served at 8:00 a.m.	
Morning Session 9:00 a.m. – 12:00 p.m.	
Lunch is served 12:00 – 1:00 p.m.	
Afternoon Session 1:00 – 3:00 p.m.	
Includes Welcome to Memphis' Insider's Mojo fam tour!	
Free Time	3 – 5pm
Welcome Reception	6 – 7:30pm

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

NCA Membership Meeting (includes breakfast)	8:30am
Tour & Philanthropic Activity at St. Jude	10am
Lunch & Presentation	12 – 2pm
<i>Dealing with Natural Disasters in the Workplace</i> panel discussion with Maggie Walker, CNCA, moderator; Brenda Kolenda, CNCA; Rebecca Thompson, Affiliate; Carol Mullikin, CNCA	
Visit to National Civil Rights Museum (ticket included in registration)	3 – 5pm
FREE TIME	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 <i>Taj Ma Heal</i>	9 – 10am
Jimmy Ogle , Memphis Historian <i>Historic Memphis to Modern Memphis</i>	10 – 11am
Timothy Flohr, Instructor, University of Memphis Kemmons Wilson School for Hospitality and Resort Management and	11:15 – 11:45am
Jeanne Marie Cummings, Program Coordinator, Welcome to Memphis Trends Shaping the Future of the Concierge Profession	11:45am-12:15pm
Faith Morris, Chief Marketing & External Affairs, National Civil Rights Museum <i>Civil Rights Movement & MLK50: Where Do We Go From Here?</i>	12:15 – 2:30pm
FREE TIME	Keynote Luncheon 2:30 – 5pm
Gala Dinner and Awards	6 – 10pm

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