



Shining a Light on Hospitality – The Next Generation

23rd Annual NCA Educational Conference

August 25th - 27th, 2022

AGENDA

THURSDAY
08.25.22

8:00am Dress Code:
Resort Wear

6:00pm Dress Code:
Business Casual

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

Thursday
Daytime
Sessions for
Leadership
Attendees

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: Lynda Ellis, Capitol Concierge

11:15am - 12:15pm 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 Trolley Tours is sponsoring this fun adventure! 7:30 - 10:00 PM



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AGENDA

Saturday
Morning
Sessions for
Registered
Attendees

SATURDAY
08.27.22

Daytime Dress
Code: Business
Casual

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 Rhett Butler & Associates.

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

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

Evening Dress
Code:
Formal/Cocktail
Attire

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