

AGENDA



SILVER Jubilee CELEBRATION of SERVICE

August 10th - 12th, 2023

TO OTHERS

NCA ANNUAL EDUCATION CONFERENCE ~ A LEGACY OF HOSPITALITY

THURSDAY
08.10.23

8am
Dress Code:
Business
Casual

6pm
Dress Code:
Business
Casual

ANNUAL NCA LEADERSHIP TEAM MEETING

Location: Omni Royal New Orleans, **Room:** Royal Garden Terrace.
Dress Code: Business Casual. **Who May Attend:** NCA at Large Leadership team, NCA chapter board of Directors, NCA Executive Board of Directors. Guests are not permitted to attend except by invitation of the NCA Founder/Chief Executive Officer.

8:00am - 8:30am: Full Breakfast
8:30am - 12pm NOON: Morning Session
12pm NOON - 1:15pm: Lunch on Your Own
1:15pm - 3:30pm: Afternoon Session

Thursday Daytime
Sessions for
Leadership
Attendees

EVENING WELCOME RECEPTION & PROGRAM

Location: Omni Royal New Orleans, **Room:** Vieux Carre. **Dress Code:** Business Casual. **Who May Attend:** All Registered Attendees & Guests.

6:00pm - 6:30pm: Networking Reception

Light appetizers, cash bar

6:30pm - 7:30pm: Welcome Program

NCA Founder & CEO Sara-ann Kasner

7:30pm - 10:00pm: NCA New Orleans Dine-Around

Social Dinner with prefix menu (\$) for all attendees & guests. Co-Chairs: Nick Crenshaw, NCA At Large & Sarah Dunsbach, NCA-Minnesota Chapter

FRIDAY
08.11.23

Dress Code:
Business
Casual

DAY SESSIONS:

Location: Omni Royal New Orleans, **Room:** East Salon & Center West.
Dress Code: Business casual. **Who May Attend:** Registered Attendees.

7:30am - 8:30am: Continental Breakfast

8:30am - 10:30am: NCA Annual Membership Meeting

10:30am - 11:30am: "The Art of Appreciation: Creating a Culture of Individual Recognition"

Speaker: Dr. Harsha Chacko, Professor Emeritus, University of New Orleans

11:30am - 12pm NOON: "Fast, Furious & FUN: Three Quick Keys to Effective Networking"

Co-Chairpersons: NCA EVP of Marketing/Comm., Serena Webbe & NCA-Minnesota Ch. Asst. Affiliate Liaison/New Memberships, Susanne Venberg.

12pm NOON - 1:30pm: Lunch on Your Own

1:30pm - 2:30pm: "New Orleans Historical: Using Digital Tours to Map a City"

Jessica Dauterive, Managing Editor, Midlo Center New Orleans.

2:30pm - 4:00pm: Panel Discussion: "Success is Relational: Understanding the Keys To Building Strong Professional Relationships"

Moderated by Fred Johnson, Concierge, 1st Baptist Church of Glenarden, Maryland, NCA-Washington DC Metropolitan Area Past President.

Friday
Sessions for
Registered
Attendees

Friday 4pm - Free Time

Attendees get a **Discount of 50% off** tours offered by Pelican New Orleans (PNO).

Use code "NCAFF" at
www.cajunencounters.com
and www.neworleanslegendarywalkingtours.com
Or call (504) 834-1770.

Better yet, utilize PNO's Virtual Concierge services at
www.pnoconcierge.com!!

AGENDA



SILVER Jubilee CELEBRATION of SERVICE TO OTHERS August 10th - 12th, 2023

NCA ANNUAL EDUCATION CONFERENCE ~ A LEGACY OF HOSPITALITY

SATURDAY
08.12.23

Daytime Dress
Code: Business
Casual

Evening Dress
Code: Formal
Cocktail Attire

All Attendees,
Sponsors/NCA
Partners and
Guests are
invited to
attend

DAY SESSIONS:

Location: Omni Royal New Orleans, **Room:** East Salon & Center West.
Dress Code: Business Casual. **Who May Attend:** All registered attendees.

8:00am - 9:00am: Continental Breakfast

9:00am - 10:15am: "It's Time to Take Laughter Seriously - No Joke!"

Sarah Routman, Owner, Laugh for The Health of It LLC dba Laugh Healthy.

10:15am - 11:30am: "The Louisiana Seafood Industry; Shrimp, Oysters, Blue Crab, Ecrevisse and... Alligator?"

Don Davis, Scholar, Louisiana Sea Grant.

11:30am - 12pm NOON: NCA Conference Group Photo

12pm NOON - 1:00pm: Keynote Speaker Luncheon

Location: Omni Royal New Orleans, Room: East Salon

1:00PM - 2:30pm: "The National WWII Museum's 25 Year Legacy"

Keynote Speaker: Rebecca Mackie, Chief Financial Officer & Chief Operation Officer WWII Museum New Orleans.

2:30pm - 6:00pm: Explore New Orleans on your own.

Don't forget that Pelican New Orleans has offered us 50% off their tours! Use code "NCAFF" at www.cajunencounters.com (for city, swamp, plantation and ghost bus tours) or www.neworleanslegendarywalkingtours.com (for French Quarter, Garden District and Ghost walking tours) or call (504) 834-1770.

EVENING GALA:

NCA 25TH ANNIVERSARY CELEBRATION

Location: Omni Royal New Orleans, **Room:** Royal Garden Terrace.

Dress Code: Cocktail/Semi-Formal attire. **Who May Attend:** All registered attendees and guests.

6:00pm - 7:00pm: Reception - Cash Bar

7:00pm - 8:00pm: Dinner

**8:10pm - 10:30pm: Special Entertainment | Program | Awards Presentation |
Announcement of 2024 Conference Location**

Thank You!

The NCA is grateful for
the support of our
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Special Thanks

The NCA is especially grateful for the support of our National Sponsors:

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Heartfelt thanks also go out to our conference speakers, each of our NCA chapters, and the conference planning committee for their contributions.