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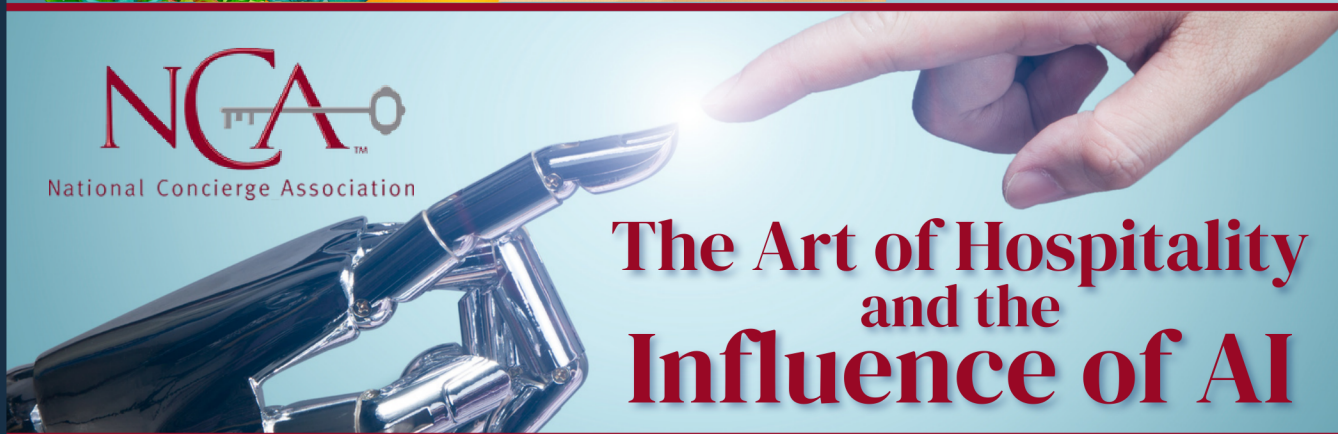


2024

NCA EDUCATION CONFERENCE
SCOTTSDALE, ARIZONA



National Concierge Association



The Art of Hospitality and the Influence of AI

AUGUST 8TH THROUGH AUGUST 10TH, 2024

THURSDAY
08.08.24

Thursday
Daytime
Sessions for
Leadership
Attendees

ANNUAL NCA LEADERSHIP TEAM MEETING

Location: Scottsdale Resort at McCormick Ranch **Room:** Papago Main (2nd Floor) **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 - 9:00am: Light breakfast provided**
- 9:00am - 12 noon: Morning Session**
- 12 noon - 1:00pm: Lunch provided**
- 1:15pm - 3:00pm: Afternoon Session**

Dress Code:
Business Casual

Friday
Sessions for
Registered
Attendees

FRIDAY
08.09.24

EVENING WELCOME RECEPTION & PROGRAM

Location: Scottsdale Resort at McCormick Ranch **Room:** Vista Verde (2nd Floor) **Dress Code:** Business Casual. **Who May Attend:** All Registered Attendees & Guests. Light appetizers and cash bar.

- 6:00pm - 6:30pm: Opening Reception**
Light appetizers, cash bar
- 6:30pm - 7:30pm: Welcome Program**
NCA Founder & CEO Sara-ann Kasner

Evening Dress Code:
Business Casual

DAY SESSIONS:

Location: Scottsdale Resort at McCormick Ranch **Room:** Papago Main (2nd Floor) **Dress Code:** Business casual. **Who May Attend:** Registered Attendees.

- 9:00am - 9:30am: "Welcome"** Speaker: Scottsdale Mayor, David Ortega
- 9:30am - 10:30am: "Human Behavior in a Global Perspective"**
Speaker: Siebe Vanderzee
- 10:30am - 10:45am: Morning Break**
- 10:45am - 11:30am: "Hall of Flame - History of Firefighting"**
Speaker: Mark Moorhead
- 11:30am - 1:30pm: Lunch on Own**
- 1:30pm - 3:30pm: "Affiliate EXPO and Networking Symposium"**
- 5:30PM NCA Experience and Dine Around Town**
Meet in the lobby for transportation to the event.

Dress
Code:
Business
Casual

NETWORKING EXPO

EXPO = Exposure. This year, we are inviting affiliate businesses relevant to our industry to showcase their services. We will simultaneously learn useful networking tips & tricks.

AGENDA



The Art of Hospitality and the Influence of AI

AUGUST 8TH THROUGH AUGUST 10TH, 2024

SATURDAY
08.10.24

Daytime
Dress Code:
Business
Casual

Evening Dress
Code: Formal /
Semi-formal /
Cocktail Attire

All Attendees,
Sponsors/NCA
Partners and
Invited Guests

DAY SESSIONS:

Location: Scottsdale Resort at McCormick Ranch **Room:** Maricopa Main (2nd Fl.) **Dress Code:** Business Casual. **Who May Attend:** Registered Attendees.

8:00am - 9:00am: Light (continental) breakfast provided

9:00am - 10:30am NCA Annual Membership Meeting

10:30am-10:45am - Break

10:45am - Noon "The Influence of AI"

Panel Discussion: Fred Johnson Moderator.

Panelists: Waldron McCritty, Isaiah Lopez, and Austin Silva.

12:00pm - GROUP PHOTO

12:30pm - 2:30pm KEYNOTE SPEAKER LUNCHEON

"Hospitality @ Work - Adapting to a New Era in the Business of Concierge"

Keynote Speaker: Deborah Gardner

2:30pm - 6:00pm FREE TIME

GALA DINNER AND AWARDS PRESENTATION:

Location: Scottsdale Resort at McCormick Ranch **Room:** Maricopa Main (2nd Fl.) **Dress Code:** Formal/Semi-formal/Cocktail Attire. **Who May Attend:** All Registered Attendees, Sponsors, Partners & Guests.

6:00pm - 7:00pm: Gala Reception

Light appetizers, cash bar

7:00pm - 8:15pm: Dinner & Special Entertainment

8:15pm - 8:30pm: Break

8:30pm - 10:00pm: Award Presentations

and 2025 Conference Location Announcement

10:00pm Salsa Lesson & After Party

Evening
Dress Code:
Black Tie /
Cocktail Attire

Special Thanks

The NCA is especially grateful for the support of our sponsors and contributors:



Joe Edwards
PHOTOGRAPHER



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