



BUILDING THE LEADERS OF TOMORROW

NCA EDUCATION CONFERENCE • AUGUST 21 - 23, 2025

Location is the Hyatt Regency Grand Cypress Resort unless otherwise noted.

THURSDAY, AUGUST 21ST

Registration for all Attendees - Noon-6pm in Lobby

NCA TEAM LEADERS ANNUAL MEETING

Location: Palm Room
Who may attend: All NCA Chapter Board of Directors and NCA Executive Board of Directors
Attire: Business Casual – wear your NCA Certification or NCA Endorsed Partner pin!
Times:
8:30am - 9:00am Signature Continental Breakfast provided
9:00am - Noon Morning sessions
Noon - 1:30pm Lunch on own
1:30pm - 3:30pm Afternoon sessions

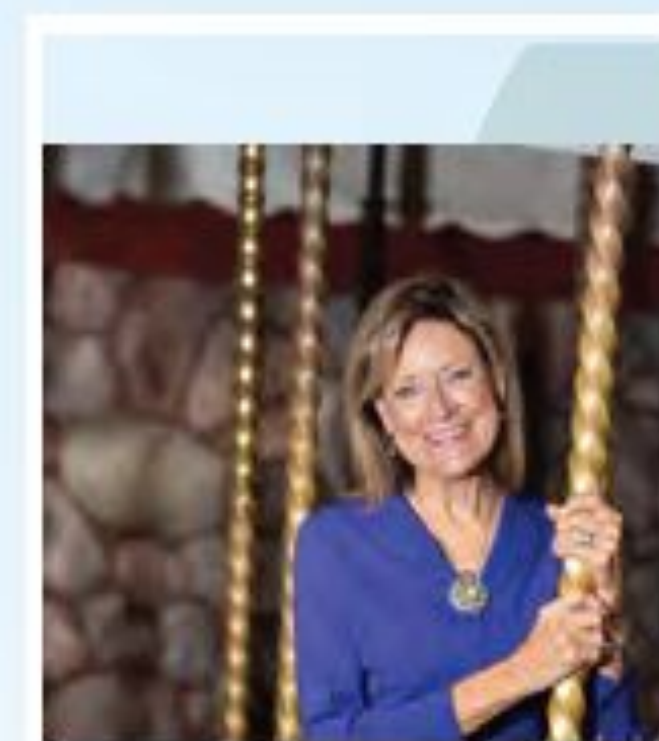
NCA WELCOME NETWORKING EVENT

Location: Planet Hollywood in Disney Springs (*Transportation on own - please utilize ride share or check with the hotel shuttle service*)
Who may attend: All attendees and guests
Attire: Business casual – dress for warm weather
Time:
6pm - 8pm Appetizers provided with a cash bar

FRIDAY, AUGUST 22ND - DAY SESSIONS

Location: Palm Room
Who may attend: All attendees
Attire: Business casual
Times:
8:00am - 8:45am Signature Continental Breakfast
8:45am - 9:00am Welcome by Sara-ann Kasner, NCA Founder & CEO
9:00am - 10:30am NCA Annual Membership Meeting, Pat Brengman, NCA President
10:30am - 10:45am Morning break
10:45am - Noon: **On Purpose Leadership** - Speaker: Pamela Landwirth, author, speaker and former President & CEO of Give Kids The World
Noon - 1:30pm Lunch on own
1:30pm - 2:30pm Panel Discussion – **Unite, Innovate, Transform; The Past, Present and Future**
Moderator: Fred Johnson, Past President, CNCA, NCA-DC Chapter and Head Concierge, Glenarden Baptist Church
Panelists: Amy Wasik, CNCA; Madaly Finstad, CNCA; Jesse James Jennings III, CNCA; Joyce Fong, CNCA; Rajsheka Thorpe; Sergio Blancarte, CNCA & EP
3:00pm- 5:00pm NCA Members Give Back Charity Event and NCA Mini-Tradeshow

FRIDAY EVENING - FREE TIME



Pamela Landwirth



Fred Johnson





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SATURDAY, AUGUST 23RD - DAY SESSION

Location: Palm Room
Who may attend: All attendees
Attire: Business casual
Times:

Breakfast on own

9:00am - 11:00am **Leading from Within; Empowering Hospitality
Leadership for the Future**

Speaker: Elizabeth Lynch, accomplished global leader
and strategic partner

11:00am - 11:30am Group Photo

11:30am - 1:00pm NCA Luncheon (all attendees welcome)

1:00pm - 2:30pm Keynote Speaker - Andy Masters, MA, CSP,
award-winning author and international speaker:
**Creating TRUE Customer Loyalty in the
NEW Era of Customer Experience**

2:30pm - 6:00pm Free Time



Elizabeth Lynch



Andy Masters

SATURDAY EVENING, AUGUST 23RD - NCA GALA RECEPTION, DINNER, AWARDS

Location: Palm Room
Who may attend: All attendees and guests
Attire: Semi-formal / formal attire
Times:

6:00pm - 7:00pm Reception - Light passed hors d'oeuvres provided with a cash bar

7:00pm - 8:00pm Dinner

8:00pm - 8:15pm Break

8:15pm - 10pm The NCA Awards Program with Special Entertainment by Yolanda
Nelson, CNCA & Marilyn Lacey, CNCA

10pm After Party with DJ Tyrone Spencer, EP

SPECIAL THANKS

The NCA is especially grateful to our sponsors:



— CRYSTAL CARRIAGE CONCIERGE —



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