

2024 NATIONAL F&B MANAGEMENT CONFERENCE

February 25-28, 2024

Program-at-a-glance

	Sunday, February 25	Monday, February 26	Tuesday, February 27	Wednesday, February 28
Registration	2:00 PM - 6:00 PM	7:00 AM - 4:00 PM	7:30 AM - 4:00 PM	7:30 AM - 11:00 AM
7:00		BREAKFAST 7:00 AM - 8:00 AM		
7:15				
7:30			BREAKFAST 7:30 AM - 8:30 AM	BREAKFAST 7:30 AM - 8:30 AM
7:45				
8:00		Conference Welcome		
8:15		8:15 AM - 9:15 AM		
8:30		Master the Art of Customer Experience Daniel Lewis	8:30 AM - 9:30 AM Personal Credibility Jessica LoRousso	8:30 AM - 9:30 AM Club Career Paths Jeff Germond, CCM
8:45				
9:00				
9:15		BREAK & TABLETOPS 9:15 AM - 9:45 AM		
9:30			BREAK & TABLETOPS 9:30 AM - 10:00 AM	BREAK 9:30 AM - 9:45 AM
9:45				
10:00		9:45 AM - 11:15 AM Fireside Chat on Culinary Experiences Chef Mandel Hitzer Chef Ben Kramer Chef Emily Butcher Moderator, Kevin Burgin	10:00 AM - 11:30 AM Building Bridges with Difficult Personalities Jim Hope, CCM, CCE	9:45 AM - 10:45 AM The Influence of Restaurant Technology – Changing Member Expectations Masroor Ansari & Michael Lee
10:15				
10:30				10:45 AM - 11:45 AM Performance Under Pressure Jennifer Jones
10:45				
11:00			11:30 AM - 12:30 PM Diversity, Equity and Inclusion, from Theory to Practice Jaime Chinchilla	Closing & 2025 Promo 11:45 AM
11:15		11:15 AM - 12:15 PM Unique Club Events Roundtable Challenge		
11:30				
11:45				
12:00				
12:15				
12:30		LUNCH & TABLETOPS 12:15 PM - 1:15 PM	LUNCH & TABLETOPS 12:30 PM - 2:00 PM	Grab & Go Farewell Lunch 12:15 PM - 1:00 PM
12:45				
1:00				
1:15		1:15 PM - 2:15 PM Unique Club Events Roundtable Outcomes		
1:30			2:00 PM - 3:00 PM Building Bridges with Difficult Personalities (Continued) Jim Hope, CCM, CCE	
1:45				
2:00		BREAK & TABLETOPS 2:15 PM - 2:45 PM		
2:15			BREAK & TABLETOPS 3:00 PM - 3:30 PM	
2:30		2:45 PM - 4:45 PM Beverage Micro Sessions		
2:45		Sake - Justin McAuliffe Cider - Matthew Zaccarias Non Alcoholic Beverages - Shane and Jessie Halliburton	3:30 PM - 4:30 PM Fault, Flaw or Flavour? Andrea Eby	
3:00				
3:15				
3:30				
3:45				
4:00				
4:15				
4:30				
4:45		Load Buses for Club Tours		
5:00				
5:15				
5:30		Progressive Club Tours		
5:45		Glendale Golf & Country Club		
6:00		St. Charles Country Club	Club Tour & Gala Dinner	
6:15				
6:30	Opening Reception The Leaf (Assiniboine Park Conservancy)			
6:45		5:15 PM - 9:00 PM		
7:00			6:00 PM - Late	
Close		6:30 PM - 9:30 PM		

