

NATIONAL CONCIERGE ASSOCIATION | 2010 CONFERENCE
CAPITALIZING ON SERVICE EXCELLENCE
OVER 18 EDUCATIONAL & SOCIAL OPPORTUNITIES YOU CAN'T AFFORD TO MISS

NATIONAL
CONCIERGE
ASSOCIATION
2010
CONFERENCE

NCA
National Concierge Association



YOU SHOULD ATTEND THIS CONFERENCE IF:

- YOU ARE IN THE CONCIERGE SERVICE INDUSTRY
- YOU ARE IN THE HOSPITALITY INDUSTRY
- YOU ARE A BUSINESS WHO WANTS TO WORK WITH THE CONCIERGE PROFESSION

MONDAY, AUGUST 16:

6PM OPENING NIGHT RECEPTION - WELCOME REMARKS

TUESDAY, AUGUST 17:

8AM-10AM	BREAKFAST EVENT
10AM-11:30AM	WORKSHOPS
NOON-1PM	LUNCHEON ADDRESS - "SECRET TIPS THAT EVERY TRAVEL EXPERT SHOULD KNOW"
1PM-4PM	WORKSHOPS
4PM	HAPPY HOUR

WEDNESDAY, AUGUST 18:

8AM-10AM	NCA MEMBER - ANNUAL MEETING & BREAKFAST AT THE NATIONAL CHILDREN'S MEDICAL CENTER
9AM-NOON	WORKSHOPS
NOON-2PM	LUNCHEON KEYNOTE ADDRESS BY JONNY IMERMAN, FOUNDER OF IMERMAN ANGELS
2PM-6PM	SIGHTSEEING TOURS
7PM-MIDNIGHT	GALA DINNER & AWARD CEREMONIES

DAYTIME ATTIRE: BUSINESS CASUAL
EVENING ATTIRE: BUSINESS COCKTAIL
GALA ATTIRE: BLACK TIE/FORMAL

WORKSHOPS

ATTEND YOUR CHOICE OF THESE EDUCATIONAL WORKSHOPS*:

ETHICAL DILEMMAS: HOW TO DO THE RIGHT THING

EXPECTATIONS OF A CONCIERGE AND HOW TO AVOID PITFALLS

UNDERSTANDING CONTRACTS: MAKING THEM & LIVING WITH THEM

HOW TO GET THE BEST SEATS IN THE HOUSE

THE IMPORTANCE REINVENTING YOUR SERVICES

SELECTING THE RIGHT WINES

NAVIGATING INSURANCE ISSUES: NEED TO KNOW INFORMATION ABOUT
LIABILITY, RIDERS, ETC.

HOW TO JUSTIFY YOUR POSITION TO YOUR EMPLOYER

WHAT DOES THE FUTURE HOLD FOR THE CONCIERGE PROFESSION?

STARTING A CONCIERGE SERVICE

WORKING FOR YOURSELF: TIPS AND PITFALLS

HOW TO USE TRADESHOWS TO MARKET YOUR BUSINESS SUCCESSFULLY

MARKETING ON A SHOE STRING

DEVELOPING AND REACHING INNOVATIVE NICHES

USING TIME TO YOUR ADVANTAGE

MAKING THE MOST OF PERSONAL RELATIONSHIPS

THE NEXT DECADE: WHAT TRENDS ARE IN STORE FOR US

DISCUSSION PANEL BETWEEN MEDIA GROUPS

*TOPICS SUBJECT TO CHANGE

REGISTRATION COST:

\$650 NCA MEMBERS

\$595 EARLY BIRD (REGISTER BEFORE APRIL 16, 2010)

\$675 NON-MEMBERS

\$650 NON-MEMBERS EARLY BIRD (REGISTER BEFORE APRIL 16, 2010)

CANCELLATION POLICY: NO REFUNDS OR CREDITS.

TO REGISTER:

1) REGISTER ONLINE AT WWW.NATIONALCONCIERGEASSOCIATION.COM/CONFERENCE

2) FAX THIS FORM TO: 612.317.2910

3) MAIL THIS FORM TO: NCA 2010 CONFERENCE
2920 IDAHO AVENUE NORTH
MINNEAPOLIS, MN 55427

PLEASE FEEL FREE TO CALL 612.253.5110 IF YOU HAVE QUESTIONS

COMPANY: _____

NAME OF ATTENDEE: _____

GUEST: _____

ADDRESS: _____

PHONE: _____ CELL: _____

EMAIL: _____

YOUR FIELD OF SERVICE:

CORPORATE HOTEL RESIDENTIAL PRIVATE MEDICAL/CMO ACADEMIC RETAIL OTHER: _____

NCA MEMBER SINCE: _____

☐ I AM NOT AN NCA MEMBER ☐ I WOULD LIKE MORE INFORMATION ON BECOMING A MEMBER

PLEASE CIRCLE ALL THAT APPLY:

NCA CERTIFIED CONCIERGE NCA ENDORSED PARTNER NCA CHAPTER MEMBER _____
NAME OF CHAPTER

METHOD OF PAYMENT:

☐ CHECK ☐ CREDIT CARD (A \$6 FEE WILL BE ADDED TO ALL CREDIT CARD TRANSACTIONS)

CARD NUMBER: _____

TYPE OF CARD: _____ EXP DATE: _____

NAME ON CARD: _____

REGISTRATION

TEAM MEETING REGISTRATION:

\$95 - MUST BE A CHAPTER BOARD MEMBER TO REGISTER

CANCELLATION POLICY: NO REFUNDS OR CREDITS.

PLEASE SEND A LONG WITH CONFERENCE REGISTRATION. PLEASE FEEL FREE TO CALL
612.253.5110 IF YOU HAVE QUESTIONS.

NAME OF CHAPTER BOARD MEMBER: _____

CHAPTER: _____

BOARD POSITION: _____

☐ YES, I WILL ATTEND

☐ REGRETS, I CAN NOT ATTEND

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ALL CONFERENCE FUNCTIONS HELD AT THE BEAUTIFUL
OMNI SHOREHAM HOTEL UNLESS OTHERWISE SPECIFIED

OMNI SHOREHAM HOTEL

2500 CALVERT STREET NW

WASHINGTON, DC 20008

WWW.OMNIHOTELS.COM