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| **The Current and Future State of the Concierge Industry**  Location: TISOH-The International School-Hospitality 614 E Sunset Rd # 110, Las Vegas, NV  Date: 9/14/2017  Time: 5:30pm  **My predictions for the future.**  **How to communicate to management and executives the value of a concierge.**  **Analytics- Placing a numeric value on service.**  **The top ten reasons that guest may not want to use a concierge and how to improve the reputation of the industry.** |
| **Career Development, Professional Networking and Continuity**  Location: Firelight Barn & Dinner Theater 133 S Water St, Henderson, NV 89015  Date: 10/5/2017  Time: 5:30pm  **Career development in the concierge industry.**  **How to bounce back and get a job if recently laid off.**  **How to elevate service standards. The value of networking.**  **How to effectively entice vendors to participate in industry association meetings and how to schedule effective meetings to boost attendance.** |
| **How to Embrace Technology for the Future of the Concierge Industry**  Location: Embassy Night Club 3355 Procyon St, Las Vegas, NV 89102  Date: 11/9/2017  Time: 5:30pm  **Networking in the concierge industry and how it will impact the industry.**  **Social Media and Social Networking for concierges. How to build effective sites to promote concierge services and online interaction.**  **The value of the Group Concierge.**  **How to market concierges to bachelor/bachelorette parties, corporate parties and tradeshows.**  **What Now? How concierges can stay relevant in the digital age.** |

#### Reading List for the Month

#### Educational Speaker Series

### RSVP Important Information:

### RSVP: Please use email to RSVP for Each Meeting

### To Cancel RSVP: Please use email used to RSVP

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Chris Tamura

### Director of Human Resources

### Spectrum Pharmaceuticals

### Education: Texas A&M University

Chris has worked in the hospitality industry for over 19 years in roles as a Human Resources Director, Hospitality Educator and Administrator, Hotel Manager, and Concierge Supervisor. Chris currently teaches Human Resources and Operations Management courses at the UNLV Harrah Hotel College which was recently ranked by QA World University Rankings as the World's Best for Hospitality and Leisure Management. He has served on panels to promote workforce education and employment sustainability.

New!

Educational Speaker Series