

CONVENTION SALES & SERVICES ²⁰²⁴ SUMMIT

[RE]BUILD. [RE]CONNECT. [RE]VITALIZE.

📅 04.08.24-04.09.24 📍 WASHINGTON, D.C.



MONDAY, APRIL 8

- Networking Breakfast 8:00 AM – 9:00 AM
- Opening Remarks 9:00 AM - 9:15 AM
- Opening Keynote 9:15 AM – 10:00 AM
- Convention Sales and Services Committee 2024 Initiatives 10:00 AM – 10:10 AM
- Unlocking The Potential Of Accessible Travel 10:10 AM - 10:20 AM
- The Role of Destination Organization Community Indicators in Diverse Markets 10:20 AM - 10:45 AM
- Networking Break. 10:45 AM – 11:00 AM

SALES Breakout Sessions	SERVICES Breakout Sessions	EXECUTIVE Breakout Sessions
Industry Insights Unveiled: A Fireside Chat with Association CEOs 11:00 AM - 11:55 AM	Building Resilient Destinations through Effective Crisis Communication 11:00 AM - 11:55 AM	The Energy and Art of High Performance for Leaders and Their Teams <i>Interactive Workshop with Dr. Kien Vuu</i> 11:00 AM - 11:55 AM

Networking Lunch 12:00 PM - 12:55 PM

SALES Breakout Sessions	SERVICES Breakout Sessions	EXECUTIVE Breakout Sessions
MINT+ A Pathway to New Business 1:00 PM - 1:15 PM	Tell & Sell Your M&C Story 1:00 PM - 1:25 PM	From Data to Action: Empowering Change Through Business Events and Destination Promotion 1:00 PM - 1:45 PM
A Data Analysis on the Advent of Online Group Booking 1:20 PM - 1:35 PM	Leveraging Service for Success 1:30 PM - 1:55 PM	Tech Break You are welcome to use the breakout room as a quiet space to catch up on emails during this time. 1:45 PM - 2:05 PM
Safeguarding Spaces: Exploring Convention Center Safety Measures and the Impact of Technology 1:40 PM - 1:55 PM		
Navigating the Evolution of Destination Sales Communications 2:05 PM - 2:35 PM	Shaping the Future of Accessibility in Business Events 2:05 PM - 2:35 PM	Overnight Room Demand Analyzer (ORDA) – Analyzing Actual Demand 2:05 PM - 2:35 PM
The State of Business Events through the Planner Perspective 2:40 PM - 3:25 PM	Strategic Resilience: Creating Impact Amidst Industry Challenges 2:40 PM - 3:25 PM	Executive Connect: Peer-to-Peer Mentorship Unplugged 2:40 PM - 3:25 PM

- Networking Break. 3:25 PM - 3:35 PM
- Crafting the Future Workforce through Talent, Well-being, and Evolving Skills 3:35 PM - 4:15 PM
- Mentorship Table Time Chats 4:20 PM - 5:00 PM

TUESDAY, APRIL 9

- Networking Breakfast 8:00 AM – 9:00 AM
- Navigating the New Norm: Insights from the DestinationNEXT 2023 Futures Study for Sales and Services Professionals 9:00 AM - 9:45 AM
- Networking Break. 9:45 AM - 10:00 AM
- Community Connect Labs: A Technology Roadmap 10:00 AM – 12:00 PM

Sessions subject to change.
Visit the summit website for the latest information.



THANK YOU TO OUR EVENT PARTNERS

