



The 20th Annual Florida Concierge Conference

AGENDA

MONDAY, September 18, 2017

- 4PM-6PM SCATTERED ARRIVALS – ALL DAY
7-9:30PM *OPENING RECEPTION LIKE NO OTHER HONORING THE GATSBY ERA AT THE BILTMORE
Presented by Enterprise Rent a Car – Welcome to the SFCA Speakeasy*

TUESDAY, September 19, 2017

- 7:30-9:00AM VENDOR FORUM BREAKFAST
9:00AM MEETING - OFFICIAL WELCOME TO THE BILTMORE
9:15AM KEYNOTE SPEECH
9:30-11:00AM GMCVB HOSTED SPEAKER PRESENTATION
11:00AM COFFEE BREAK
11:15-12:30 KEVIN DORAN – HISTORY OF THE BILTMORE AND CORAL GABLES
1:00 PM SHUTTLES DEPART FOR LUNCH
2:00 PM LUNCH OFFSITE
3:30 PM SHUTTLE BACK TO BILTMORE HOTEL
4:00 PM TOM WOLFE – THE UNITED STATES' FIRST LES CLEFS D'OR CONCIERGE
5:30 PM EDUCATION CONCLUDES
6:30 PM OFFSITE DINNER IN LITTLE HAVANA
10:00PM BUSES RETURN TO HOTEL

WEDNESDAY, September 20, 2016

- 8:00-9:00AM BREAKFAST
8:30 AM OPENING REMARKS
9AM ALL ABOARD FLORIDA Presentation
9:30-11AM WHERE UNIVERSITY PRESENTS ROBERTA NEDRY
11:00AM BREAK
11:15AM ONLINE SURVEY - FOLLOW UP
1:00 PM SHUTTLE BUSES DEPART FOR LUNCH
1:30 PM LUNCH
3:30 PM SHUTTLES RETURN TO HOTEL
6:15 PM SHUTTLES DEPART BAYSIDE MARKETPLACE
7:00 PM A SUNSET SAIL ON BISCAYNE BAY IN MIAMI STYLE