



The 20th Annual Florida Concierge Conference

AGENDA

MONDAY, October 30, 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, October 31, 2017

- 7:30-9:00AM VENDOR FORUM BREAKFAST
9:00AM MEETING - OFFICIAL WELCOME TO THE BILTMORE
9:15AM ROLANDO AEDO – GMCVB EXEC VP AND CHIEF
MARKETING OFFICER
10:15 AM ROBERTA NEDRY Top 20 Leadership Behaviors that will Propel your Career

11:45 AM
12:00 SHUTTLES DEPART FOR LUNCH
12:30 LUNCH IN LITTLE HAVANA
2:00 PM SHUTTLE BACK TO BILTMORE HOTEL
2:15 PM TOM WOLFE – THE UNITED STATES' FIRST LES CLEFS D'OR CONCIERGE
4:15 PM EDUCATION CONCLUDES
6:30 PM PROGRESS DINE AROUND IN SOBE
9:30PM BUSES RETURN TO HOTEL

WEDNESDAY, November 1, 2016

- 8:00-9:00AM BREAKFAST
8:30 AM OPENING REMARKS
9AM ALL ABOARD FLORIDA Presentation
9:15 AM KEVIN DORAN – HISTORY OF CORAL GABLES / BILTMORE
10:30AM ONLINE SURVEY - FOLLOW UP
11:45AM SHUTTLE BUSES DEPART FOR LUNCH
1:00 PM LUNCH IN SOBE
1:30 PM SHUTTLES RETURN TO HOTEL
3:30 PM SHUTTLES DEPART FOR FROST MUSEUM OF SCIENCE
5:30 PM SHUTTLES DEPART FOR BAYSIDE
6:00 PM SUNSET SAIL

(Agenda subject to change)