

## Agenda at a Glance - Maestro Users Conference 2019

Monday, August 19th	Tuesday, August 20th							Wednesday, August 21st						Thursday, August 22nd							
Meeting Rm	Salon A 4th Flr	Salon D 4th Flr	Salon B 4th Flr	Salon C 4th Flr	Gallery 4th Flr	Executive Boardroom 4th Flr	Meeting Rm	Salon A 4th Flr	Salon B 4th Flr	Gallery 4th Flr	Salon D 4th Flr	Salon C 4th Flr	Executive Boardroom 4th Flr	Salon A 4th Flr	Salon D 4th Flr	Gallery 4th Flr	Salon B 4th Flr	Salon C 4th Flr			
	Track 1	Track 2	Track 3	Track 4	Track 5	Bonus		Track 1	Track 2	Track 3	Track 4	Track 6	Bonus	Track 1	Track 5	Track 7	Track 3	Track 8			
<b>Conference Registration</b> 1:00pm - 5:00pm 2nd Floor Coat Check	TRACKS	Digitized Guest Experiences	Revenue Optimization	Front Desk Operations	Sales & Catering w/ Group Mgmt	Analytics Data Mining	Partner Educational Tracks	TRACKS	Digitized Guest Experiences	Revenue Optimization	Front Desk Operations	Sales & Catering w/Group Mgmt	Spa & Activities	Partner Educational Tracks	Digitized Guest Experiences	Analytics Data Mining	Management Reporting	Front Desk Operations	Technical Services		
	8:00 - 9:00am	Breakfast - Salon 4, 2nd flr							8:00 - 9:00am	Breakfast - Salon 4, 2nd flr											
	9:00 - 10:40am	<b>Welcome &amp; Conference Kick Off, Warren Dehan, President</b> <b>Guest Speaker - Nick Trenc, Director - Coalfire</b> (Ballroom 2nd Floor)							9:00 - 10:20am	Mobile Property Operations	Advanced Rates & Packages	Front Desk Integration with Spa, Groups & Facilities	S&C Foundation for New(ish) User's	Facilities & Activities	IDEaS	GEM Mobile Guest Surveys	S&C Data Mining	Operations Management Reporting	Staff Training & Education Tools	IT General Discussion	
	10:40 - 11:00am	AM Break - Refreshments located on the Grand Foyer, 2nd Flr							10:20 - 10:40am	AM Break - Refreshments located on the Grand Foyer, 2nd Flr											
<b>Learning Labs</b> 1:00pm - 5:00pm 2nd Floor Ballroom	11:00 - 12:00pm	ResWave Direct Room Reservations	Dynamic Yield, Interface & Channel Mgmt	Front Desk Foundation for New(ish) User's	S&C with Integrated Front Desk & Spa	Analytics Navigation	Shift 4	11:00 - 12:00pm	ResWave Spa, Activities, Groups, Member, Owner & Loyalty	Dynamic Yield, Interface & Channel Mgmt	Front Desk New Features	S&C with Integrated Front Desk & Spa	Spa Services & New Features	Rainmaker	ResWave Spa, Activities, Groups, Member, Owner & Loyalty	Big Picture / Big Data	Shift & Night Audit Reporting	Front Desk Foundation for New(ish) User's	IT General Discussion		
	12:00 - 1:00pm	Lunch - Salon 4, 2nd flr							12:00 - 1:00pm	Lunch - Salon 4, 2nd flr							<b>Conference Closing 12:00 - 12:30pm (Ballroom)</b>				
	1:00 - 2:20pm	Mobile Guest Journey	Rates & Package Fundamentals	Front Desk New Features	S&C Reporting	Data Mining for Revenue & Marketing Planning	Silverware	1:00 - 2:20pm	Mobile Guest Journey	Advanced Rates & Packages	Front Desk Integration with Spa, Groups & Facilities	S&C Reporting	Facilities & Activities		Lunch 12:30 - 1:30pm Salon 4, 2nd Flr						
	2:20 - 2:40pm	PM Break - Refreshments located on the Grand Foyer, 2nd Flr							2:20 - 2:40pm	PM Break - Refreshments located on the Grand Foyer, 2nd Flr							Learning Labs available from 1:30pm - 4:00pm (Ballroom)				
	2:40 - 4:00pm	Mobile Property Operations	Rate & Revenue Reporting	Front Desk Integration with Spa, Groups & Facilities	Group Bedroom Block Core Fundamentals	Reservation & Revenue Management - RevMap View	Zaplox	2:40 - 4:00pm	ResWave Direct Room Reservations	Rate & Revenue Reporting	Front Desk New Features	Group Bedroom Block Core Components	Spa Services & New Features								
	4:00 - 5:00pm	Learning Labs available 11:00am - 5:00pm (Ballroom)							4:00 - 5:00pm	Learning Labs available 9:00am - 5:00pm (Ballroom)							<b>Drop In &amp; Private Learning Labs Event Schedule:</b> Mon 1:00pm - 5:00pm Tue 11:00am - 5:00pm Wed 9:00am - 5:00pm Thur 9:00am - 12:00pm & 1:30pm - 4:00pm It is not required to pre-book time for a private session. To pre-book please contact muc@maestropms.com to submit your request.				
Welcome Reception 6:30pm	Happy Hour at The Rec Room 6:00pm - 8:00pm							Venetian Masquerade Ball & Gala Dinner 7:00 pm (Shuttle commences 6:30pm)													

\*\* Vendor exhibits are open during all breaks \*\*

\*E&OE