

WEDNESDAY, JANUARY 28, 2015

- 12:00 - 2:00 p.m. Board of Directors Meeting and Lunch, *Willowick II*
- 2:30 - 5:00 p.m. Convention Registration & Check-In, *Foyer*
Sponsored by Northshore Harbor Center (charging station), Caesar's Entertainment (tote bags), Shreveport-Bossier Convention & Tourist Bureau (welcome refreshment) and Monroe-West Monroe CVB (lanyards)
- 2:30 - 3:30 p.m. New Member Engagement & Orientation, *Memorial I*
- 4:00 - 4:15 p.m. Welcome from Lake Charles Mayor Randy Roach, *Post Oak*
- 4:15 - 5:15 p.m. "Just a Dash of Spice - Humor in the Workplace," *Post Oak*
presented by Jenny Nolen, Professional Speaker, Sponsored by Paragon Casino & Resort
- 6:30 - 9:00 p.m. Welcome Reception and Party, *Grand Ballroom*
Sponsored by the Golden Nugget Lake Charles; REMEMBER YOUR APRON!

THURSDAY, JANUARY 29, 2015

- 7:30 - 10:30 a.m. Convention Registration & Check-In, *Foyer*
- 7:30 - 8:00 a.m. Continental Breakfast Buffet, *Foyer*
- 8:15 - 9:15 a.m. "Online Marketing is the Key Ingredient," *Post Oak*
presented by Kim Walker, 5 Stones Media, Sponsored by Beau Rivage Resort & Casino
- 9:30 - 10:30 a.m. *Concurrent Breakout Sessions*
"CAE - Now is the Time to be a Master Chef," *Memorial I*
presented by Lori Furtado, CAE, American Society of Association Executives
"May I Take Your Order? Effective Communication in Customer Service," *Willowick I*
presented by Jenny Nolen, Professional Speaker
"Whipping Your Publications into Shape," *Memorial II*
presented by Kim Walker, 5 Stones Media
- 10:30 - 11:00 a.m. Bloody Mary & Mimosa Break, *Terrace (weather permitting)*
Sponsored by Sandestin Golf and Beach Resort
- 11:00 - 12:00 p.m. *Concurrent Breakout Sessions*
"Passing Down the Secret Recipes - Succession Planning, Part 1," *Memorial I*
presented by William Pawlucy, CAE, Association Options, Inc.
"Mobile Apps, Business Intelligence, & iPhone 6, Oh My!" *Willowick I*
presented by William Dufrene, MBA, CAE, Alliance Safety Council
"Trade Shows Made to Taste: Writing Your Own Recipe for Success," *Memorial II*
presented by Cathy Breden, CAE, CMP, International Association of Exhibitions and Events
- 12:00 - 1:30 p.m. Annual Business Meeting and Awards Luncheon, *Post Oak*
Welcome from Shelly Johnson, Lake Charles / Southwest LA CVB
2015 Board of Directors Installation and Awards & Scholarship Presentations
Sponsored by Cypress Bayou Casino & Resort
- 1:30 - 3:00 p.m. *Concurrent Breakout Sessions*
"Passing Down the Secret Recipes - Succession Planning, Part 2," *Memorial I*
presented by William Pawlucy, CAE, Association Options, Inc.
Recipe Swap - Industry Partner Roundtable Discussions, *Memorial II*
Recipe Swap - Executive Roundtable Discussions, *Willowick I*
- 3:15 - 4:15 p.m. "Building a Crew of Chefs" - Mixology Networking Activity, *Willowick II*
- 5:00 - 6:00 p.m. Past President's Reception (by invitation only)
- 6:30 - until "Taste of Lake Charles" Progressive Dinner, *meet in lobby to load buses by 6:15 p.m.*
Transportation Sponsored by Lake Charles / Southwest LA CVB

FRIDAY, JANUARY 30, 2015

- 8:30 - 9:00 a.m. Deluxe Breakfast Buffet, Sponsored by Team Red Stick
- 9:00 - 10:30 a.m. "Know How to Read Your Fellow Chefs: The Importance of Nonverbal Communications," *Post Oak*,
presented by Jan Hargrave, Author and Professional Speaker
Sponsored by Visit Natchez
- 10:30 - 11:00 a.m. Grand Prize Drawings (must be present to win) & Meeting Profile Flash Drive Distribution
Sponsored by Lafayette CVC & Partner Hotels