

# Agenda



<b>Tuesday, February 25</b>	4:30 - 5:00pm	<b>Check-In</b>
	5:00 - 5:15pm	<b>Welcome Remarks</b>
	5:15 - 6:00pm	<b>Opening Keynote</b> Ben Nemtin, #1 New York Times Best Selling Author
	6:00 - 7:30pm	<b>Welcome Dinner</b>
	7:30 - 9:30pm	<b>Cocktail Reception: Collins Bar</b>

<b>Wednesday, February 26</b>	8:00 - 9:00am	<b>Breakfast</b>
	9:00 - 9:05am	<b>Opening Remarks</b>
	9:05 - 9:50am	<b>Opening Keynote</b> Hollie McKay, War Crimes Investigator
	9:50 - 10:00am	<b>A Million Thanks</b>
	10:00 - 11:00am	<b>Children's Foundation of Las Vegas Charity Activity</b>
	11:00 - 11:15am	<b>Break</b>
	11:15 - 12:15pm	<p><b>Enhancing Success: The Critical Role of Facilities Management in Shaping Customer Experience</b></p> <p><i>Bryan Dodge, Chief Strategy &amp; Business Development Officer, Floor &amp; Decor</i>  <i>Jody Putnam, Chief Retail Officer, Mattress Firm</i>  <i>Tracie WickenHauser, Chief Operating Officer, Milan Laser</i></p> <p>In today's rapidly evolving retail environment, it's important to get two things right: making sure customers have a great experience and keeping the store running smoothly. Customers nowadays want shopping experiences that are not just convenient but are also engaging and tailored to them. The look and feel of the store, along with how it operates, are key to making this happen. This panel of seasoned Retail Executives will look into how they view modern facilities management and how it helps create great customer experiences.</p>
	12:15 - 1:00pm	<b>Lunch</b>



# Agenda



	1:00 - 1:45pm	<b>Fireside Chat with Mike Holmes</b>
	1:45 - 2:15pm	<b>Meet &amp; Greet with Mike Holmes</b>
	2:15 - 3:30pm	<p><b>Winning at Guest Experience: Smart Facilities &amp; Superstar Teams</b></p> <p><i>Moderator:</i></p> <ul style="list-style-type: none"> <li>• <i>Andy Maiden, Director, Internal Communications &amp; Employee Engagement, Fontainebleau Las Vegas</i></li> </ul> <p><i>Panelists:</i></p> <ul style="list-style-type: none"> <li>• <i>Aislinn Ozaeta, Director of Guest Experience, Fontainebleau Las Vegas</i></li> <li>• <i>Robert Northcutt, Manager of Guest Experience, Fontainebleau Las Vegas</i></li> </ul> <p>In today's highly competitive industries, the quality of guest and customer experience stands as a pivotal element distinguishing successful businesses. Maintaining and optimizing physical spaces is not only to ensure safety and functionality but also to contribute to the overall delight of the guest. From sustainable practices to smart technologies, participants will hear how effective facilities management is a silent yet powerful tool in enhancing guest satisfaction.</p> <p>This panel of experts from Fontainebleau Las Vegas will cover the essentials of building and leading a successful team while bringing a unique blend of vision, empathy, and adaptability to the guest experience.</p>
	5:30 - 8:00pm	<b>Closing Dinner: Don's Prime Steakhouse</b>

Learn More Here!

