

6/18/2024

				TRADITIONAL TRACK			VIDEO TRACK		
Start	End	Forum		Topic	Lead	Forum	Topic	Lead	
Friday, June 21, 2024									
3:00pm	4:30pm	Azalea	Opt	MSPA Certification: Airport Concessions - I	Eileen Wirz	Salon C	MSPA Certification: Video I (runs until 5:00pm)	Marguerite Turner	
3:00pm	4:30pm	Hibiscus	Opt	MSPA Certification: Professional Responsibility & Ethics	Rich Bradley				
4:45pm	6:15pm	Azalea	Opt	MSPA Certification: Casinos	Dan Bradley				
4:45pm	6:15pm	Hibiscus	Opt	MSPA Certification: Professional Report Writing	Rich Bradley				
6:30pm	7:00pm	Azalea	New	First Time Attendee Workshop	Stan Hart, Dan Bradley				
6:30pm	7:00pm	Hibiscus	Vet	Past Attendee Reunion (by invitation only)	Sam Hersey				
7:00pm	8:30pm	Floral Ballroom	All	Opening Night Networking Reception & Birthday Party					
8:30pm	10:30pm	Floral Ballroom	All	MSPA Game Night					
Saturday, June 22, 2024									
Breakfast on Your Own									
8:00am	5:00pm	Reg 8		Registration					
8:30am	9:00am	Floral Ballroom	All	President's Address to the Membership					
9:00am	9:45am	Floral Ballroom	Trad	Company Owners Forum: How to Get Our Best Assignments	Elaine Buxton, Cheryl Thibault, Dan Bradley	Salon C	The Go-To Video Shopper: Be the one every MSP wants to work with!	Marguerite Turner, Ben Marks, Donna Horwedel, Scott Lingenealter, Lisa Wood, Leslie Jeter	
9:45am	10:30am	Floral Ballroom	Trad	Is it OK to use AI in Mystery Shopping?	Sam Hersey, Mike Mershimer, Elaine Buxton	Salon C	Schedulers and Editors: Creating a Great Working Relationship	Shannon Levins	
10:30am	11:00am		All	Networking Break					
11:00am	11:45am	Floral Ballroom	Trad	All the Places to Find Your Gigs	Dan Bradley, Eileen Wirz, Olivia French	Salon C	On-Site Video for New Home and Property Management Shops: Tips, Tricks, and Trends	Donna Horwedel, Lisa Wood	
11:45am	1:25pm		All	Shoppers' Choice Awards Lunch					
1:30pm	2:10pm	Azalea	New	The Organized, Successful Mystery Shopping Professional Starter Kit	Dan Bradley	Salon C	Behind the Wheel: Drive-Thru, Car Wash, Parking, Convenience Store	Scott Lingenfelter, Akil Simon	
1:30pm	2:10pm	Hibiscus	Vet	Cruises, Casinos and Resorts: Landing the Big Gigs	Rich Bradley				
2:15pm	2:55pm	Azalea	New	Tips and Tricks for Newer Shoppers	Akil Simon	Salon C	Advanced Route Shopping for Video Shoppers	Marguerite Turner	
2:15pm	2:55pm	Hibiscus	Vet	Get Badged and Shop Airports!	Eileen Wirz				
3:00pm	3:40pm	Azalea	New	Reports That Make You Stand Out	Olivia French	Salon C	Making it Work! The Tools of the Video Trade (Cameras, Apps, Mounting Devices, Shopper Shirts)	Scott Lingenfelter, Steve Clark, Marguerite Turner	
3:00pm	3:40pm	Hibiscus	Vet	Help Wanted: How to Transition to a Scheduler or Editor	Stan Hart, Dan Bradley, Cheryl Thibault				
3:45pm	4:25pm	Azalea	New	What is an MSO and is this Line of Work for Me?	Sam Hersey Randy Patterson, Steve Heintzelman	Salon C	OOPS! I Didn't Think of That! Be Prepared for Life's Little Surprises when Things go Wrong	Ben Marks, Marguerite Turner	
3:45pm	4:25pm	Hibiscus	Vet	Getting Licensed to do Shops in Nevada	Mike Mershimer				
3:45pm	4:25pm	Floral Ballroom	SCH	MSPA Americas' Scheduler Workshop	Elaine Buxton, Eileen Wirz	Salon C	Making Every Day/Shop Count: Top Takeaways for Success	Akil Simon, Lisa Wood	
4:30pm	4:55pm	Floral Ballroom	Trad	Whaddya Wanna Know? The Correct Info from Company Leaders	Sam Hersey, Mike Mershimer, Steve Heintzelman, Jane Edwards				
4:55pm	5:00pm		All	Close					
5:00pm	5:30pm		All	Networking Break/Free Time					
5:30pm	9:00pm		OOE	Optional Event: Sleuth's Mystery Dinner Theater					
Sunday, June 23, 2024									
Breakfast on Your Own									
8:00am	2:00pm	Reg 8		Registration					
8:30am	9:55am	Floral Ballroom	Opt	MSPA Certification: QSR (Quick Service Restaurants)	Dan Bradley	Salon C	MSPA Certification: Video II	Marguerite Turner, Akil Simon, Donna Horwedel, Tracy Winters	
8:30am	9:55am	Azalea	Opt	MSPA Certification: Property Management I	Eileen Wirz				
8:30am	9:55am	Hibiscus	Opt	MSPA Certification: Banking and Financial Institutions I	Rich Bradley				
10:00am	11:25am	Floral Ballroom	Opt	MSPA Certification: Hotel and Resort I	Dan Bradley				
10:00am	11:25am	Azalea	Opt	MSPA Certification: Introduction to Retail Service Providers and Merchandising	Randy Patterson				
10:00am	11:25am	Hibiscus	Opt	MSPA Certification: Professional Report Writing	Rich Bradley				
12:00pm	2:00pm	Floral Ballroom	All	Farewell for Now Lunch					