

3/31/2024

				TRADITIONAL TRACK		VIDEO TRACK	
Start	End	Forum		Topic	Forum	Topic	
Friday, June 21, 2024							
2:00pm	7:30pm	Reg 8		Registration			
9:00am	2:00pm	Executive Board Room		MSPA Americas Board Meeting			
3:00pm	4:30pm		Opt	MSPA Certification: Airport Concessions - I	The Florida Room	MSPA Certification: Video I (runs until 5:00pm)	
3:00pm	4:30pm		Opt	MSPA Certification: Professional Responsibility & Ethics			
4:45pm	6:15pm		Opt	MSPA Certification: Casinos			
4:45pm	6:15pm		Opt	MSPA Certification: Professional Report Writing			
6:30pm	7:00pm		New	First Time Attendee Workshop			
6:30pm	7:00pm		Vet	Past Attendee Reception (by invitation only)			
7:00pm	8:30pm	Floral Ballroom	All	Opening Night Networking Reception			
8:30pm	10:30pm		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	The Florida Room	The Go-To Video Shopper: Be the one every MSP wants to work with!	
9:45am	10:30am	Floral Ballroom	Trad	Is it OK to use AI in Mystery Shopping?	The Florida Room	Schedulers and Editors: Creating a Great Working Relationship	
10:30am	11:00am		All	Networking Break			
11:00am	11:45am	Floral Ballroom	Trad	All the Places to Find Your Gigs	The Florida Room	On-Site Video for New Home and Property Management Shops: Tips, Tricks, and Trends	
11:45am	1:25pm		All	Shoppers' Choice Awards Lunch			
1:30pm	2:10pm	Azalea	New	The Organized, Successful Mystery Shopping Professional Starter Kit	The Florida Room	Behind the Wheel: Drive-Thru, Car Wash, Parking, Convenience Store	
1:30pm	2:10pm	Hibiscus	Vet	Cruises, Casinos and Resorts: Landing the Big Gigs			
2:15pm	2:55pm	Azalea	New	Tips and Tricks for Newer Shoppers	The Florida Room	Advanced Route Shopping for Video Shoppers	
2:15pm	2:55pm	Hibiscus	Vet	Get Badged and Shop Airports!			
3:00pm	3:40pm	Azalea	New	Reports That Make You Stand Out	The Florida Room	Making it Work! The Tools of the Video Trade (Cameras, Apps, Mounting Devices, Shopper Shirts)	
3:00pm	3:40pm	Hibiscus	Vet	Help Wanted: How to Transition to a Scheduler or Editor			
3:45pm	4:25pm	Azalea	New	What is an MSO and is this Line of Work for Me?	The Florida Room	OOPS! I Didn't Think of That! Be Prepared for Life's Little Surprises when Things go Wrong	
3:45pm	4:25pm	Hibiscus	Vet	Getting Licensed to do Shops in Nevada			
3:45pm	4:25pm	Floral Ballroom	SCH	MSPA Americas' Scheduler workshop			
4:30pm	4:55pm	Floral Ballroom	Trad	Whaddya Wanna Know? The Correct Info from Company Leaders	The Florida Room	Making Every Day/Shop Count: Top Takeaways for Success	
4:55pm	5:00pm		All	Close			
5:00pm	5:45pm		All	Networking Break/Free Time			
5:45pm	9:00pm		OOE	Optional Event: TBA			
Sunday, June 23, 2024							
Breakfast on Your Own							
8:00am	2:00pm	Reg 8		Registration			
8:30am	9:55am		Opt	MSPA Certification: QSR (Quick Service Restaurants)	The Florida Room	MSPA Certification: Video II	
8:30am	9:55am		Opt	MSPA Certification: Property Management I			
8:30am	9:55am		Opt	MSPA Certification: Banking and Financial Institutions I			
10:00am	11:25am		Opt	MSPA Certification: Professional Report Writing			
10:00am	11:25am		Opt	MSPA Certification: Introduction to Retail Service Providers and Merchandising			
10:00am	11:25am		Opt	MSPA Certification: Hotel and Resort I			
12:00pm	2:00pm	Floral Ballroom	All	Farewell for Now Lunch			