

*hospitality, tourism, and
destination retail workforce* **SUMMIT**
convened by The Workforce Boards of Metropolitan Chicago

AGENDA

7:30 Registration and Continental Breakfast **Boulevard Foyer**

8:00 Opening Plenary **Boulevard Room**

Welcome

Jerry Roper, *President and CEO, Chicagoland Chamber of Commerce, Member of the Chicago Workforce Board Executive Committee*

Keynote Address

Harry Bond, *President, Monica Pizza Corporation, Member of Grundy Livingston Kankakee Workforce Board and Chair of the Youth Council*

8:50 Panel Discussion

Moderator

Arnold Karr, *Principle, Karr and Associates*

Panelists

Kathy Mannes, *Manager Workforce Initiatives, NRF-Foundation*

Pam Egan, *Executive Vice President, Nevada Partners*

Salvador Mendoza, *Assistant Vice President Diversity, Hyatt Hotels Corporation*

9:45 Break

10:00 Breakout Sessions

Session One: *Finding and Preparing Qualified Employees*

Room Name

Session Two: *Raising Customer Service Skills and Performance*

Room Name

Session Three: *Employee Retention and Skill Development*

Room Name

Session Four: *Making Diversity an Asset*

Room Name

11:35 Closing Plenary **Boulevard Room**

Breakout Session Priority Issues and Next Steps

Jerry Roper, *President and CEO, Chicagoland Chamber of Commerce, Member of the Chicago Workforce Board Executive Committee*

12:00 Adjourn