



Monday April 28th, 2008

Room	UPPER CANADA HALL			
DEPARTMENT	Private Sessions	Private Sessions		
9:00 AM	<p><b>CONCURRENT PRIVATE SESSIONS</b> Facilitator: Various</p>	<p><b>CONCURRENT PRIVATE SESSIONS</b> Facilitator: Various</p>		
1:00 PM	<p><b>CONCURRENT PRIVATE SESSIONS</b> Facilitator: Various</p>	<p><b>CONCURRENT PRIVATE SESSIONS</b> Facilitator: Various</p>	<p><b>GOLF TOURNAMENT</b> 11:00 AM Shuttle 11:30 AM Lunch 12:30 PM Tee-Off</p>	<p><b>SPA DAY</b></p>
6:00 PM	<p><b>WELCOME RECEPTION &amp; ADDRESS (See Schedule at a Glance for Event Shuttle Times)</b></p>			



**Tuesday April 29, 2008**

<b>Room</b>	<b>UPPER CANADA HALL</b>
<b>DEPARTMENT</b>	<b>GLOBAL FUNCTIONS</b>
<b>7:00 AM</b>	<b>BREAKFAST</b>
<b>8:30 AM</b>	<p><i>Conference Kick Off</i>  <b>Maestro Web Connections  with Guests &amp; Groups</b>  -  <b>GDS 2-Way Options  &amp; Yield Controls</b></p>
<b>10:15 AM Break</b>	
<b>10:30 AM</b>	<p><b>Dynamic Packaging,  Integrated Operations &amp; Reconciliation</b></p>
<b>12:00 PM</b>	<b>LUNCH</b>
<b>1:00 PM</b>	<p><b>Yield Management  &amp; Revenue Optimization</b></p>
<b>2:45 PM Break</b>	
<b>3:00 PM</b>	<p><b>Analytics Views  New &amp; Integrated</b>  -  <b>360 Degrees CRM  Guest Recognition &amp; Communications</b></p>
<b>4:30 PM</b>	<b>Daily Wrap-Up Q &amp; A</b>
<b>5:00 PM</b>	<b>FREE TIME</b>



Wednesday April 30, 2008

**WORKSHOPS**

Room	UPPER CANADA HALL	GALLERY	QUEENSTON HALL	LIBRARY
DEPARTMENT	LAB	Front Office & Accounting	Spa & Other	Sales & Catering
7:00 AM	<b>BREAKFAST</b>			
9:00 AM	<b>HANDS ON LAB</b> Work With the Experts  All Modules & Topics Including Set-Up & Controls	Rates Management - FIT & Groups	Maestro Spa Services	Sales & Catering Operations - Dashboard - Booking Management
10:30 AM Break				
10:45 AM		Package Rate Set-Up & Controls - Integrated Reservations	Retail POS - 3rd Party Activities	Sales & Catering BEO Management
12:00 PM	<b>ADDITIONAL LAB MODULES</b>  Guest ID Card Gift Cards Condo & Timeshare Work Orders Retail POS Table Reservations Merge Purge Client Profiles Tour Operators SDC Q&A Lost & Found Analytics & Custom Reports	<b>LUNCH</b>		
1:00 PM		Group Management & Group Reporting	Housekeeping Operations, Billing & Assignments - Alternate Inventory	Integrated Sales & Catering Billing & Auditing
2:30 PM Break				
2:45 PM		Charge Routing - Set-Up & Controls	Night Audit Balancing & Reports - Package Reconciliation - Policies Set-Up	Sales & Catering Reporting - Analytics - PACE Reporting
4:15 PM	Daily Wrap-Up Q & A			
5:00 PM	<b>FREE TIME</b>			
6:00 PM	<b>EVENING GALA (See Schedule at a Glance for Event Shuttle Times)</b>			



Thursday May 1st, 2008

WORKSHOPS

Room	UPPER CANADA HALL	GALLERY	QUEENSTON HALL	LIBRARY
DEPARTMENT	LAB	Front Office	Accounting	Sales & Catering
7:00 AM	BREAKFAST			
9:00 AM	<p><b>HANDS ON LAB</b> Work With the Experts</p> <p>All Modules &amp; Topics (same topics as Wednesday)</p>	<p>Front Desk Best Practices - Front Desk Dash Board - Front Desk Rapid Operations</p>	<p>A/R Management - Receipts Processing - Permanent Folios</p>	<p>Sales &amp; Catering Set-Up &amp; Maintenance</p>
10:30 AM Break				
10:45 AM	<p><b>Special Lab Sessions</b> Station #6: 10:45am Multi-Property Ops</p>	<p>Front Desk Operational Reporting</p>	<p>Folio Management &amp; Shift Reporting</p>	<p>Sales &amp; Catering Menu Maintenance</p>
12:00 PM	LUNCH			
1:00 PM	<p><b>Special Lab Sessions</b> Station #6: 1:00pm Condo Workshop</p>	<p>Front Desk Management Performance Reporting - PACE Reporting - Flash Report</p>	<p>Travel Agent Management - Membership Management</p>	<p>Sales &amp; Catering Reports Export &amp; Word Merge</p>
2:45 PM Break				
3:00 PM	<p><b>Vintage Experience:</b> Operations Workshop and Panel Discussion</p>	<p>Vintage Hotels is a luxury multi-property with high-touch, guest-centric operations currently leveraging numerous Maestro PMS integrated modules on a single database to optimize their operations, including: Front Office, Sales &amp; Catering, Spa &amp; Activities, Yield Management, 2 Way GDS, Work Order, Analytics, A/R</p>		
5:00 PM	FREE TIME OR DINE AROUND (See Schedule at a Glance for Event Shuttle Times)			



**Friday May 2nd, 2008**

<b>Name</b>	<b>UPPER CANADA HALL</b>
<b>DEPARTMENT</b>	<b>GLOBAL FUNCTIONS &amp; CLOSING</b>
<b>7:00 AM</b>	<b>BREAKFAST</b>
<b>8:30 AM</b>	<p><b>Maestro Web Connection</b>  <b>360 Degree Guest Management</b></p> <p>-</p> <p><b>PCI Compliancy &amp; Security</b></p> <p>-</p> <p><b>Diamond Plus Services</b>  <b>&amp; Learning Tools</b></p>
<b>10:30 AM</b> Break	
<b>10:45 AM</b>	<p><b>Maestro Development Strategies &amp; Plans</b></p> <p>-</p> <p><b>Charting the Future Together:</b>  <b>Tell Us What is Important</b></p>
<b>12:00 PM</b> Break	<b>BOXED LUNCH</b>
<b>12:15 PM</b>	<p><b>Conference Accomplishments</b>  <b>Review &amp; Discussion</b></p> <p>-</p> <p><b>Conference Closing</b></p>