



SUNDAY

SEPTEMBER 27, 2026

4:00 - 6:00 pm • Symphony Ballroom Registration Opens

Get in early, get settled, and skip the Monday morning line. Registration opens Sunday for early arrivals: pick up your lanyard and conference materials, meet the HM staff and events team, and get the lay of the land before things get busy. It's a low-key start to a full few days — and a good chance to say hello before the room fills up.

6:00 - 8:00 pm • Clubhouse Social Opening Welcome Reception

• Brought to You by TPI Hospitality

Kick off the conference where our industry does its best work: over good food, a good drink, and a little friendly competition. Our thanks to TPI for sponsoring and hosting the evening at Clubhouse Social, right off the hotel lobby, where four golf simulator bays and a dedicated bar come with a curated menu built for the occasion. Take a swing, catch up with old colleagues, and meet the people you'll be sitting next to all week. No tee time required — just show up.

MONDAY

SEPTEMBER 28, 2026

8:00 - 8:45 AM • Symphony Ballroom Registration, Breakfast and Vendor Visits

Not able to join us Sunday? No problem. Registration reopens Monday morning — pick up your lanyard and materials and say hello to the HM team. Give yourself a few extra minutes: breakfast is served, and our vendor partners are set up and ready to talk shop. Some of the best conversations of the conference happen before the first session starts.

8:45 - 9:00 AM • Symphony Ballroom Welcome Remarks

- **SPEAKER:** Hospitality MN President & CEO Angie Whitcomb

9:00 - 9:30 AM • Symphony Ballroom The Art & Craft of Hospitality

- **SPEAKER:** John Cosgrove - Founder, VoiceHive / Cosgrove Presents

What does it truly mean to be hospitable? This session breaks down genuine hospitality into something you can see, hear, and practice. It will show that once you know what to look for, the opportunities to apply it are everywhere. Expect stories, a few laughs, and a fresh lens for the conference ahead.

9:30 - 10:30 AM • Symphony Ballroom YES Leadership 101

- **KEYNOTE SPEAKER:** Christine Trippi - Founder, YES Leadership Movement, The YES Show

MONDAY (CONTINUED)

10:30 - 10:50 AM • Symphony Ballroom Morning Break & Vendor Visits

- Brought to You by KLB Insurance

10:50 - 11:40 AM • Conrads A, B and C Morning Breakout Sessions

Attendees will choose one of three Morning Breakout Sessions

Morning Breakout Session 1: Conrad A Sponsored Breakout: Energy Smart & Waste Wise

- **SPEAKER:** Energy Smart & Waste Wise

Join Hospitality Minnesota Allied Member Energy Smart & Waste Wise for a discussion on what sustainability resources they provide that can help your bottom line.

Morning Breakout Session 2: Conrad B Hospitality in the Age of AI

- **SPEAKER:** TBA

Morning Breakout Session 3: Conrad C Topic TBA

- **SPEAKER:** TBA

11:45 AM - 12:45 PM • Symphony Ballroom Lunch & Vendor Visits

- Brought to you by Ecolab

12:45 - 1:45 pm • Symphony Ballroom People & Culture - The Secret to Resilience in Hospitality

- **SPEAKER:** TBA

1:45 - 2:00 pm Passing Time



2026 HOSPITALITY CONFERENCE

WORKING AGENDA

HILTON DOWNTOWN MINNEAPOLIS
MINNEAPOLIS, MINNESOTA | September 27 - 29, 2026



Hospitality Conference Site - Hilton Downtown Minneapolis

MONDAY (CONTINUED)

2:00 - 2:45 PM • Conrads A, B and C
Afternoon Breakout Sessions
Attendees will choose one of three Morning Breakout Sessions

Afternoon Breakout Session 1: Conrad A
The Power of Intentional Training

- **SPEAKERS:** Meaghan Sabyan & Caitlyn English - Chowgirls Catering

Hospitality runs on people - yet the industry loses them at a staggering rate, with retention hovering between 10-20%. At Chowgirls, leaders decided to stop accepting that as inevitable. By rebuilding a training program from the ground up, Chowgirls achieved an average staff retention rate of 65% - and the results go far beyond the numbers.

Afternoon Breakout Session 2: Conrad B
It Starts with You: Workplace Wellness from Self, to Employee, to Client

- **SPEAKER:** JC Lippold - Wellness Expert and Advisory Board Chair of Cadre

Join JC Lippold for a conversation on optimizing your workplace to promote wellness for all stakeholders of your business.

Afternoon Breakout Session 3: Conrad C
YES Leadership 201

- **SPEAKER:** Christine Trippi - Founder, YES Leadership Movement, The YES Show

2:45 - 3:15 PM • Symphony Ballroom
Break & Vendor Visits

- Brought to You by Horizon Commercial Pools

3:15 - 4:15 PM • Symphony Ballroom
Workforce Panel

- **SPEAKERS:** TBA

4:15 - 4:30 PM
Closing Remarks

6:00 - 9:00 PM • Brit's Pub
Offsite Dinner & Lawn Bowling

TUESDAY

SEPTEMBER 29, 2026

8:00 - 8:50 AM • Symphony Ballroom
Registration, Breakfast and Vendor Visits

8:45 - 9:00 AM • Symphony Ballroom
Opening Remarks

- **SPEAKER:** TBA

9:00 - 10:00 AM • Symphony Ballroom
Federal Updates From AHLA and NRA

- **SPEAKERS:** Luke Martel - American Hotel & Lodging Association, TBA - National Restaurant Association

Hear from National Partners from both the American Hotel & Lodging Association and the National Restaurant Association about the state of the industry from a national perspective.

10:00 - 10:30 AM • Symphony Ballroom
Break & Vendor Visits

- Brought to You by American Hotel & Lodging Association

10:30 - 11:30 AM • Symphony Ballroom
Fluence Media - Signals vs. Noise

- **SPEAKER:** Blois Olson - Founder, Fluence Media

Join Blois Olson of Fluence Media for a conversation on how to you and your business can distinguish fact from fiction in times of unrest and political uncertainty.

11:30 - 11:45 AM • Symphony Ballroom
Closing Remarks



THE LODGING, RESTAURANT, RESORT
AND CAMPGROUND ASSOCIATION