



SUNDAY

SEPTEMBER 27, 2026

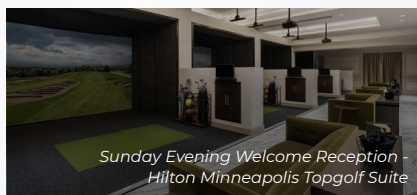
4:00 - 6:00 PM • Symphony Ballroom Registration Opens

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.



Sunday Evening Welcome Reception - Hilton Minneapolis Topgolf Suite



Monday Evening Offsite Dinner - Brit's Pub

MONDAY

SEPTEMBER 28, 2026

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

Pick up your lanyard and materials and say hello to the HM team. Our vendor partners will be set up and ready to talk.

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

Christine Trippi has spent more than three decades in hotel operations, and she's built a simple, teachable framework around one idea: yes is almost always the answer.

Not blind agreement — a trained mindset, real empowerment, and clear boundaries that let your front line say yes with confidence.

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

- Brought to you by KLB Insurance

MONDAY

(CONTINUED)

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 From the First Purchase to the Last Dish: Sustainability Strategies for Commercial Kitchens

- **SPEAKER:** Alex Christensen - Program Manager, Energy Smart; Andrew Hilger - Program Manager, Waste Wise

From equipment purchasing to plate waste, every choice in your kitchen has an environmental and financial impact.

This session covers selecting energy-efficient equipment, waste reduction opportunities, strategies for overcoming organics recycling barriers, and smart food management methods to cut food waste. Walk away with actionable strategies you can start using right away.

Morning Breakout Session 2: Conrad B YES Leadership 201

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

Want to hear more from Christine after her YES Leadership keynote?

Join her for a deeper dive into the philosophy of YES Leadership at this Monday Morning Breakout Session.

Morning Breakout Session 3: Conrad C Practical AI Tools/Tips for Operators

- **SPEAKER:** Ken Baker - CEO, Roasted Data

In this practical session, Ken Baker will share real examples of how restaurant leaders can use AI today to save time, improve decision-making, and identify opportunities to improve profitability.

He'll focus on a handful of high-value use cases, what it takes to implement them, and where operators should be cautious.

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

- Brought to you by Ecolab

12:45 - 1:45 pm • Symphony Ballroom The Courage Advantage: Leading Through Uncertainty

- **SPEAKER:** Steve Fredlund - Author of *The Unright Thing, Memoir of a People Pleaser*

Hospitality leaders are navigating constant change, workforce challenges, and uncertainty while still being expected to engage teams and deliver exceptional experiences.

In this practical and engaging keynote, Steve Fredlund shares The Courage Advantage, a simple framework to help leaders build trust, strengthen connection, and create the conditions for people and organizations to move forward together.

1:45 - 2:00 PM Passing Time

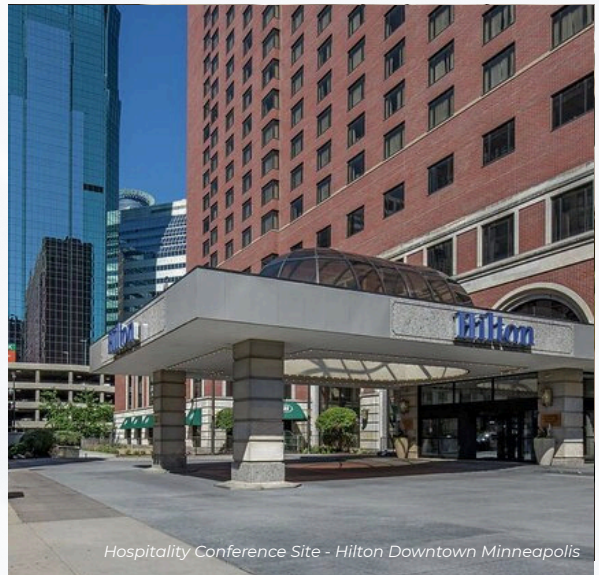


THE LODGING, RESTAURANT, RESORT
AND CAMPGROUND ASSOCIATION

2026 HOSPITALITY CONFERENCE

WORKING AGENDA

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



Hospitality Conference Site - Hilton Downtown Minneapolis

MONDAY

SEPTEMBER 28, 2026
(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 Marketing Your Brand

- **SPEAKER:** J. Marie Fieger, Nemer Fieger

Marketing hospitality brands have never been more crucial than it is now. Join J. Marie Fieger of Nemer Fieger to discuss best marketing practices that will attract the customers you want without draining the resources you have.

MONDAY

(CONTINUED)

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

- Brought to you by Horizon Commercial Pools

3:15 - 4:15 PM • Symphony Ballroom Panel Discussion: Lessons in Resiliency, The Next Disruption Will Come

- **Moderator:** TBA
- **Panelists:**
 - Tammy Wong - Owner, Rainbow Chinese
 - TBA
 - TBA
 - TBA

4:15 - 4:30 PM Closing Remarks

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

Unwind from a day loaded with programming at a Downtown Minneapolis staple, Brit's Pub. Enjoy lawn bowling with industry leaders and prepare for a policy-centric finale to the 2026 Hospitality Conference.

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:** Bianca Castillo - American Hotel & Lodging Association, David Massey - National Restaurant Association

Hear from National Partners about the state of the industry from a national perspective. As federal policy, workforce trends, and economic pressures continue to shape hospitality nationwide, this session offers a timely look at the issues affecting operators from coast to coast and how it may impact your business here in Minnesota.

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



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AND CAMPGROUND ASSOCIATION