



2020 Salt Lake Customer Advisory Board Agenda

Host Hotel

Kimpton Hotel Monaco Salt Lake City

15 W 200 S
Salt Lake City, UT 84101
801.595.0000

www.monaco-saltlakecity.com

Thursday, March 26

Arrivals throughout the day

5:00 pm - 5:30 pm **New Member Orientation - Bombay Room**

5:45 pm **Meet In Lobby Depart Hotel**

6:00 pm - 8:30 pm **Welcome Reception and Dinner: Dear World**
<https://dearworld.com/>

Friday, March 27

Meeting Location: Paris Ballroom, 2nd Floor Hotel Monaco

7:30 am - 8:30 am **Breakfast: Tokyo Room**

8:30 am - 10:00 am **Welcome, Introductions, Updates:**

Kaitlin Eskelson – Visit Salt Lake

- New CEO Introduction
- Destination Updates
- Hyatt Regency Salt Lake City
- Watkins Report
- Action Items Updates
- Q&A

10:00 am - 10:20 am

Coffee and Communications Break

10:20 am - 11:00 am

Salt Lake International Airport & Airline Industry Updates

Nancy Volmer – Salt Lake International Airport

Patrick Pickens – Delta Air Lines

11:00 am - 12:00 pm

Critical Analysis of Citywide Convention Proposals

- Video message and background sent to CAB in advance

12:00 pm - 1:15 pm

Lunch: Bambara

1:15 pm - 2:00 pm

Effective Vertical Meeting Market Deployment

2:00 pm - 2:45 pm

Self-Contained Hotel & Resort Group Business Realities

2:45 pm - 3:15 pm

Coffee and Communications Break

3:15 pm - 4:00 pm

Customer Report

Solar Power International – September 2019

<https://www.seia.org/events/spi-esi-2019>

Gary Thuro – Solar Power International

Irene Angelos – IMN Solutions

4:00 pm - 4:15 pm

Solar Power Donations Recap

Chance Thompson – ASM Global

Salt Palace Convention Center

4:15 pm - 6:00 pm

Free Time

5:45 pm

Meet In Lobby Depart Hotel

6:00 pm - 8:30 pm

Reception and Dinner: Dreamscape and Punchbowl Social

Saturday, March 28

Meeting Location: Paris Ballroom, 2nd Floor Hotel Monaco

8:00 am - 9:00 am

Breakfast: Tokyo Room

9:00 am - 10:15 am

Dealing with COVID-19 and Other Crisis

10:15 am - 10:40 am

Coffee and Communications Break

10:40 am - 11:45 am

Industry Trends, Peer-to-Peer Problem Solving & Open Topics

11:45 am - 12:00 pm

Meeting Summary and Adjournment

Optional Saturday afternoon and Sunday Ski City Experience