

# AGENDA

**TBMA ORLANDO 2018 CONFERENCE**

**ORLANDO, FLORIDA**

**May 20-22, 2018**

**STRATEGIES FOR SUCCESS**

Agenda Subject to Change

# Sunday 5/20/18

**12:00 noon - 4:30 pm**

**Registration**

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## 2:00 pm - 3:30 pm Breakout Session One

**Board Member Workshop**

*Meet with your Board Member peers, build your network, and discuss*

*key issues and priorities*

Hosted by Phil Hixson - Stoneridge Resort

Paula DiPaola - Magic Tree Resort

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## 2:00 pm - 3:30 pm Breakout Session Two

**Resort Manager Workshop**

*Meet with your Resort Manager peers, build your network, and discuss*

*key issues and priorities*

Hosted by Michael DiPaola - Sea Club IV Resort

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## 3:30 pm - 4:45 pm

**Welcome Reception**

*Tabletop networking with our industry professionals*

Wine, Cheese, Fruit, & Crackers

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**4:45 pm - 5:00 pm**

**Opening Remarks – Strategies for Success**

*The future of your resort begins with a defined vision*

*for success, and avoidance of the pitfalls*

Shep Altshuler - TBMA

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# Sunday 5/20/18 (continued)

**5:00 pm – 5:30 pm**

**Session 1 - Challenges & Solutions**

*An interactive discussion: "Real Results” –*

*Reasons to carry on and overcome challenges*

Moderator: Pam Cordell - National Hospitality Group

Larry Allen - Marina Bay Resort

Carol Simpson - Yachtsman Resort

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## 5:30 pm – 6:15 pm

**Session 2 - Analyzing Your Resort’s Performance**

*Compare your resort’s statistics to industry trends*

Lena Combs - Withum

Michael Scallan -Tropic Sun Towers

Fran Korwek - Sandy Square Resort

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**6:15 pm - 6:45 pm**

**Session 3 - ADA Q&A**

Suzanne Thomas - Pacific ADA Center

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**6:45 pm - 7:15 pm**

**Session 4 - ADA - Service Animal Demonstration**

Dave Heine - Timeshare Escrow & Title

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**7:15 pm - 8:30 pm**

**Dinner, Networking & Social Time**

Cash Bar

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# Monday 5/21/18

## 8:00 am - 8:30 am Continental Breakfast

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**8:30 am - 9:00 am**

**Session 5 - Reserves & Maintenance Planning, and Resetting the Clock**

*Long-term fiscal strategies for legacy resorts*

Gary Porter - Facilities Advisors International

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## 9:00 am – 9:50 am

**Session 6 - Risk Management Planning**

*Safeguarding your resort from extreme losses*

Scott McGinness, Terry Ford - Gregory & Appel

Chad Dorsey - Brown & Brown

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## Monday 5/21/18 (continued)

## 9:50 am - 10:20 am

**Session 7 - State of the Industry**

*A high-level report on the shared ownership industry.*

Howard Nusbaum - ARDA

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## 10:20 am - 10:50 am

**Break**

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## 10:50 am - 11:20 am

**Session 8 - Emerging Technology**

*Improving the guest experience*

Bob Ackerman - RNS Timeshare Management

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**11:20 am - 11:50 am**

**Session 9 - Digital Interior Design and Tech Trends**

*A Whole New Perspective*

## Cam Abascal - HRD

## Sarah Crawford - HRD

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**11:50 am - 12:15 pm**

**Session 10 - Interactive Networking**

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## 12:15 pm - 1:30 pm

**Working/Interactive Lunch**

**Session 11 - Risk: IS A Road Worth Traveling**

Craig Huntington

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**1:30 pm – 1:50 pm**

**Session 12 - Dynamic Changes at Wyndham**

*A new business model*

Richard Scinta - Wyndham Vacation Ownership

Peter Gianini -  Wyndham Vacation Ownership

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**1:50 pm – 2:45 pm**

**Session 13 - Emerging Resale Programs and Exit Strategies**

*Effective alternatives for resorts and owners*

Ryan Beachum - HelloVacay

Gary Prado - RedWeek

Joe Takacs - TheMVPService

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## Monday 5/21/18 (continued)

## 2:45 pm – 3:15 pm

**Session 14 - Tenants in Common and Sunset Clauses**

*What to expect and how to navigate the new legislation*

Kevin Mattoni - Cunningham Family of Companies

Joseph Seagle - Close My Timeshare

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## 3:15 pm - 3:30 pm Break

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## 3:30 pm - 4:15 pm

**Session 15 -** **Title and Legal Issues**

*Get up-to-speed to avoid costly pitfalls and delays*

Alana Wittig - Fidelity National Timeshare

Leon Basye - Vacation Partner Services

Dave Heine - Timeshare Escrow & Title

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**4:15 pm - 5:00 pm**

**Session 16 -** **Adapting to Change**

*A big picture view of the timeshare environment and tactics for adapting to changes in travel and lodging*

Scott MacGregor - ARC

Jeff Weir - TBMA/TST

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**5:00 pm - 5:45 pm**

**Session 17 -** **Evaluating the Potential of Your Resort**

*Factors that can ultimately make or break your resort*

Melanie Gring - Global Connections

Alex Krakovsky - Lemonjuice Capital

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## 5:45 pm - 8:00 pm

**Dinner, Networking & Social Time**

Cash Bar

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# Tuesday 5/22/18

## 8:00 am - 9:00 am Continental Breakfast

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**9:00 am - 9:50 am**

**Session 18 –** **Maximizing Your Funding & Billing Options**

Craig Huntington - Alliance Association Bank

Stacy Dyer - Alliance Association Bank

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**Tuesday 5/22/18 (continued)**

## 9:50 am - 10:15 am

**Session 19 -** **Collections that Work**

*Advice from our collections pros that will improve your revenue picture*

Lisa Weiler - Source RM

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## 10:15 am - 10:30 am

**Break**

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**10:30 am - 11:30 am**

**Session 20 -** **Solutions for Diversification and Expansion**

*Our exchange company experts provide specifics that can help your resort thrive*

Tim McLaughlin - RCI

Laurie Hansen - Interval International

Michelle Caron - DAE

Corina Violette - RTX

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**11:30 am - 12:00 noon**

**Session 21 -** **Setting Priorities for Your Board**

*Identify and address top priorities*

Moderator: Phil Hixson - Stoneridge Resort

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**12:00 noon - 1:00 pm**

**Session 22 - Working/Networking Lunch**

**Communications: Launching an Intranet**

*Critical communications between your resort, owners, and guests*

Dennis DiTinno - Liberte Management

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## 1:00 pm - 1:45 pm

**Wrap-Up/Prize Drawings**

Shep Altshuler - TBMA

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## 1:45 pm - 2:45 pm

**Post Meeting: Informal Networking/Reconnect with Contacts**

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