



**CTDA Conference Agenda
San Antonio, TX
Omni La Mansion del Rio Hotel**

Monday, October 31, 2011

9:00am - 5:00pm	ARC Specialist Training - Lunch provided	Los Hidalgos
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Tuesday, November 1, 2011

8:00am - 4:00pm	Registration	El Cabildo Room
8:00am - 11:00am	ARC Specialist Training	Los Hidalgos
8:30am - 11:00am	CTDA Board Meeting	Boardroom

12:00 noon - 4:00pm	Volunteering at Haven for Hope! Haven for Hope is a private non profit dedicated to tranforming lives of homeless men, women and children. Our volunteer service will be preparing and serving lunch. JOIN US!	Meet at the Omni hotel lobby. A t-shirt, box lunches and beverages provided.
6:00pm-7:30pm	Welcome Reception sponsored by the Omni La Mansion Hotel.	El Capistrano
7:30pm	Dinner on own	

Wednesday, November 2, 2011

7:00am - 5:00pm	Registration	El Cabildo Room
7:30am - 8:45am	Breakfast Buffet	Veramendi Room
8:45am - 9:00am	Opening Comments	Iberian Ballroom
9:00am - 10:30am	Keynote Speaker - Sheila Dail, Miracle on the Hudson	Iberian Ballroom
10:30am - 10:45am	Break	Madero Room (Sponsor Pavillion)
10:45am - 11:15am	ARC/CTD State of the Union Address Mike Premo, ARC	Iberian Ballroom

11:15am - 12:15pm	CTD's a decade later - What's new, Changed and How Do We Sell it to the C Level? - Andy Menkes, Partnership Travel Consulting, LLC	Iberian Ballroom
12:15pm - 1:30pm	Lunch Roundtables - Come join your mentors, peers and friends for lively, interactive discussions over lunch	Veramendi Room
1:30pm - 3:00pm	KPI's/Reporting - You will never look at KPI's the same again. Tom Ruesink, RCG Consulting Group	Iberian Ballroom
3:00pm - 3:15pm	Break	Madero Room (Sponsor Pavillion)
3:15pm - 4:30pm	Exhibits / Sponsorship Speed Dating	Madero Room (Sponsor Pavillio
4:45pm - 5:00pm	Wrap Up/Update on Evening Event	Madero Room (Sponsor Pavillio
6:00pm - 9:30pm	Evening Event, A Night in Old San Antonio- A leisure cruise ride down the San Antonio River to LaVillita in Plaza Juarez. Fun activities, food and entertainment with a San Antonio flair.	

Thursday, November 3, 2011

7:00am - 5:00pm	Registration	El Cabildo Room
8:00am - 9:00am	Breakfast Buffet	Veramendi Room
9:00am - 10:30am	Duty of Care/Real life scenarios - Suzanne Garber, International SOS	Iberian Ballroom
10:30am-10:45am	Break	Madero
10:45am - 12:00pm	Sustainability Panel, Beyond the norm - Lee Broughton, Enterprises Holdings, Inc; Steve Tochilin, Delta Airlines; Chris Brophy, MGM Resorts International	Iberian Ballroom
12:00pm - 1:30pm	Lunch	Veramendi Room
1:30pm - 2:15pm	Technology Report - Find out what is new in travel technology - Tony D'Astolfo	Iberian Ballroom
2:15pm - 3:15pm	GDS Panel Discussion and Q&A - Hear from Amadeus and Travelport on what your GDS may look like in 5 years. - Mike Hawe, Director Strategic Corporate Development, Travelport; Darrin Deck , VP of Sales and Account Management, Amadeus, Mark Windsor,Occidental Petroleum	Iberian Ballroom
3:15pm - 3:30pm	Break	Madero
3:30pm - 4:45pm	Sponsor Pavillion	Madero
4:45pm - 5:15pm	CTDA Update/Wrap Up/Evening Update	Iberian Ballroom

6:30pm - 8:30pm	Evening Event - Join us for your last night in town. Have dinner with your friends and relax before heading out to explore the Riverwalk. Casual Attire.	El Capistrano
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Friday, November 4, 2011

8:00am - 9:00am	Breakfast Buffet	Veramendi Room
9:00am - 10:30am	Managed Travel, Hot Topics - What keeps you awake at night?	Iberian Room
10:30am - 10:45am	Break	Foyer
10:45am - 12:00pm	Behind Closed Doors - session only for Travel Managers	Iberian Room
12:00pm - 1:00pm	Box Lunches and Departures	Foyer
1:00pm - 3:00pm	ARC Specialist Testing	Los Hidalgos