

EDGE 2019 -Educational Workshop Sessions



To best accelerate your professional development, we have designed specific tiers as seen below and in subsequent documentation found on Agent Universe page for EDGE and within the EDGE 2019

****It is highly recommended that you stay within your tier level to get the best use of your time at EDGE this year. It is fine to go down a tier or two for any workshop if that best fits your need.***

EDUCATE DISCOVER GATHER EVOLVE

Worksheet KEY:

Tier 1-dedicated workshops are in BLUE type

Tier 3-dedicated workshops are in YELLOW type

Tier 2-dedicated workshops are in RED type

Tier 4-dedicated workshops are in GREEN type

Tier 5- Agency Owner's sessions are dedicated in PURPLE type. *Owners session are for those agency owners who hold a signed agreement with Travel Leaders Network Headquarters office. *Independent Contractors (ICs) do not attend these sessions.*

Friday, June 7, 2019

Workshop Rotation 1 - 10:00am – 11:00am

Tier 1- Discovering your Clients Part 1: Not just your Friends and Family

Where do I start? Learn the inside tricks to build your client base from those that know. Join us and walk away with a working document of next steps. Fulfills Leisure Travel Specialist Requirement

Presenter Name: Kim Justus-Walsh

Tier 1- Social Media, Where do I Start?

Social Media can be overwhelming. Let's break down the different platforms available to you. We will navigate through Facebook, Instagram, Pinterest, LinkedIn, and Twitter for you to determine what is best for you to be successful. Fulfills Leisure, Luxury, Group, Honeymoon and Destination Wedding and Active and Adventure Specialist Requirement. Presenter Names: Sara Lantto

Tier 1- Your Internal Compass: Values and Principles that Guide your Decisions

Consider these scenarios: you can steer your client toward the itinerary with greater commission for you or toward the one you think will resonate best for them, your client misses their appointment with you but doesn't offer an explanation, or you hear a colleague discuss the personal details of their client's trip with friends. How do you determine what's professional, ethical, or preferred etiquette each day as a travel advisor?

Presenter Name: Guida Botelho, The Travel Institute

Tier 2- Social Solutions Marketing Strategies that Work

Inspire people to travel while keeping your clients connected with you. Learn to utilize real time engagement, sample live posts, new deals, educational travel tips, maximize your reviews and let you be on our way to creating successful campaigns to grow your reach via a point and click solution. (Social Media Studio) Fulfills Leisure, Luxury, Group, Honeymoon and Destination Wedding and Active and Adventure Specialist Requirement

Presenter Name: Brittany Nasifoglu

Tier 2- What's your Specialty?

Following your passion should be goal one. This course will provide you the insight to determine your destination in travel.

Presenter Name: Erica Papley

EDUCATE DISCOVER GATHER EVOLVE

Friday, June 7, 2019

Workshop Rotation 1 - 10:00am – 11:00am continued

Tier 2- The Lagniappe Principle: Closing More Sales the Easy Way

Lagniappe is a word that means (1) a present given to a customer, or (2) an unexpected bonus. "Closing" is a word that is often used in place of the phrase **"arriving at a mutual agreement that benefits both parties."**

In a content-packed sixty-minutes Mike Marchev will clearly outline his strategy that results in more sales with less stress, manipulation, coercion or wasteful antics of any kind. The three words that should jump out of the title at you are **"the easy way."** ****(You better bring two pencils to this one.) Fulfills Leisure Travel Specialist Requirement

Presenter Name: Mike Marchev, Personal Sales Trainer

**Tier 3- Corporate- Keeping Travelers Safe in an Unsafe World
For Corporate Sales and Account Managers**

What exactly is Duty of Care? What responsibility do your client's have to their employees and how can you, as their Travel Management Company, help? Fulfills Business Travel Specialist Requirement

Presenter Name: Joan Adrian Morgan, Retired CIA, NASM, Certified Personal Trainer, IPEC Professional Coach

Tier 3- Supercharge your Agent Profiler

Increase your leads with a supercharged Agent Profiler. Take your Agent Profiler 2.0 to the next level with photo albums, testimonials, additional bios, and blogging. Hear from your peers on how they've created a profile that performs. Fulfills Leisure, Luxury, Group, Honeymoon and Destination Wedding, Active and Adventure and Business Specialist Requirement

Presenter Name: Darlene Mongoven

Tier 3- Select Experiences

Come discover the power behind SELECT Experiences. From unrivaled hotel benefits, to customized FIT programs, to the world's most luxurious villas, SELECT Experiences is your one stop shop for life changing moments – and will ensure your customers keep coming back for experiences only you can deliver. Fulfills Luxury Specialist Requirement

Presenter Name: Michael Heflin

Tier 4- Your Competitive Assets when Booking FITS using the Best in Technology Today

Provide your clients with essential information and tips they require for their trips, when they want it and how they want it.

Presenter Name: Marnie Brown

Tier 4- In the Public Eye

Grow your brand in the community. Learn about interviewing skills and etiquette, becoming a local authority in travel, and how these strategic partnerships can benefit your business.

Presenter Name: Dina Ruden

EDUCATE DISCOVER GATHER EVOLVE

Friday, June 7, 2019

Workshop Rotation 1 - 10:00am – 11:00am continued

Tier 4- Give your Clients the Cruise of a Lifetime

Exceptional cruises for exceptional clients. Learn how you can take advantage of the enhanced Distinctive Voyages program to upgrade your client's experience without adding cost. Key highlights will include how to combine your group with our exclusive program, hosting opportunities and how to make the most of the new Car and Driver offering.

Presenter Name: Liz Cherne

Tier 5 Agency Owners (Non IC)- The Marketing Wheel of Fortune

Leverage your brand differentiation, marketing opportunities and online presence.

Presenter Name: James Nathan

Tier 5 Agency Owners (Non IC)- TLN Technology Assets that help Build your Search Engine Presence

Key aspects you should know about Search Engine Optimization (SEO) and how to use existing TLN programs to drive new business.

Presenter Name: Jeremy Van Kuyk

Tier 5 ASSOCIATE Agency Owners Only (Non IC)- Customs of Corporate Travel in Other Parts of the World

Successfully doing corporate travel business around the globe requires local contacts who understand the different rules and regulations as well as the important customs and cultural nuances that can often make or break an exceptional traveler experience. Join us for an informative workshop that explores the advantages of working with the new Travel Leaders International network and the custom and cultural fundamentals every corporate agency needs to know before taking on an international account. **Associate Only**

Apex- Benefits of Apex, our Collaboration with American Express

Haven't signed up yet for Apex, our exciting new program in collaboration with American Express? Join this lively discussion about the benefits and requirements of the Apex program. During this session, you will learn about how you can take advantage of the program's key benefits: Redeeming your clients' Membership Reward points for commissionable travel, offer clients exclusive travel benefits/discounts and earning incentive bonuses for referring new card members.

Presenter Name: Apex Team

EDUCATE DISCOVER GATHER EVOLVE

Friday, June 7, 2019

Workshop Rotation 2 - 11:15am – 12:15pm

Tier 1- The Importance of an Online Presence

Agent Profiler gives you the online presence to grow your business. Learn how to create your online profile that will bring you leads. Fulfills Leisure, Luxury, Group, Honeymoon and Destination Wedding, Active and Adventure and Business Specialist Requirement

Presenter Name: Kim Justus-Walsh

Tier 1- Travel Talk

Understand the jargon of the travel industry. Learn about the various terms and acronyms affiliated within your profession. Feel comfortable with these and communicate with your client effectively. Fulfills Leisure Specialist Requirement

Presenter Name: Erica Papley

Tier 1- The Biggest Market Today - Honeymoons & Destination Weddings. Are you ready to get started?

The Honeymoon and Destination Wedding segment is a lucrative area of specialization. Learn what steps to take to attract this market segment. Fulfills Honeymoon and Destination Wedding Specialist Requirement

Presenter Name: Carrie Brandt

Tier 2- Cruise Smarter Not Harder

Enhance your client relationships with benefits only you can provide. Join us to learn more about the Travel Leaders Network exclusive Cruise Space offerings. Fulfills Leisure, Luxury, Group Specialist Requirement

Presenter Name: Liz Cherne

Tier 2- Get Engaged with the Engagement Marketing Program

In this workshop we will review the power of the Engagement Marketing Tool. You will learn how to locate resources on loading your customer data into the Engagement ordering site and how to place orders. Fulfills Leisure and Luxury Specialist Requirement

Presenter Name: Karen Steuerwald

Tier 2- Discovering your Clients Part 2: Knowing your Value

You are worth every penny. Clients pay for the best, become your best. Fulfills Leisure and Luxury Specialist Requirement

Presenter Name: Stella Zeheralis

Tier 3- Corporate- Money on the Table: Are Accounts Referring you?

Satisfied, repeat customers are any company's lifeblood. But how can those happy customers best help sales managers create valuable new business through referrals? Join sales expert Owen Van Syckle for a lively and practical session about how leading salespeople overcome barriers to effectively, comfortably and systematically build new contacts from their current customers. Fulfills Business Travel Specialist Requirement

Presenter Name: Owen Van Syckle, Sales Acceleration Academy

EDUCATE DISCOVER GATHER EVOLVE

Friday, June 7, 2019

Workshop Rotation 2 - 11:15am – 12:15pm continued

Tier 3- Airlines – International Commissions and Faring to Maximize Your Air Revenue

Learn how to earn money on international air by utilizing our preferred airline Point of Sale commission programs. We will review several programs to maximize Point of Sale commissions. We will also review faring concepts, creative pricing methods, and interpreting international airline commission agreements.

Presenter Name: Gail Matini

Tier 3- Turn your Adventures into a Gold Mine

Photos with people are attracting the leads. Join this informative session to highlight your own travel via social media. Includes: Blogging, cameras, lighting, and more. Fulfills Leisure, Luxury, Group, Honeymoon and Destination Wedding and Active and Adventure Specialist Requirement

Presenter Names: Martin Young & Sara Lantto

Tier 4- AgentMate Features, Functions & Enhancements

Current AgentMate users, join us to learn how to maximize AgentMate and get the most out of existing functionality as well as recent enhancements to both the front and back office. Learn about the new Bank Reconciliation module, Cash Status module, Virtual Assistant and the new and improved Create Res screen.

Presenter Name: Debbie Tatum

Tier 4- SELECT In-Country Partners, Guest ICP: Journey Mexico

Crafting a memorable experience will reward your valued clients with VIP worthy privileges. Fulfills Luxury Specialist Requirement

Presenter Name: Marnie Brown

Tier 4- Marketing Strategies that Work- Paid Advertising on Social Media Channels

Walk through Advertising on Social Media platforms to determine which channel is best for your business when it comes to Paid Advertising. Learn to build and measure social media campaigns for optimal performance. You must have a Business Page and a Marketing Budget tin order to take this class. Fulfills Leisure, Luxury, Group, Honeymoon and Destination Wedding, Active and Adventure and Business Specialist Requirement

Presenter Name: Brittany Nasifoglu

Tier 5 Agency Owners (Non IC)- Have you Endorsed Agent Profiler?

Are you leaving free business on the table? As an agency owner it is important for you to encourage the use of Agent Profiler. Join us for this session to look at the facts and figures and learn about how your agency can make more receiving more leads and closing more leads.

Presenter Name: Darlene Mongoven

Tier 5 Agency Owners (Non IC)- In the Public Eye

Grow your brand in the community. Learn about interviewing skills and etiquette, becoming a local authority in travel, and how these strategic partnerships can benefit your business.

Presenter Name: Dina Ruden

EDUCATE DISCOVER GATHER EVOLVE

Friday, June 7, 2019

Workshop Rotation 2 - 11:15am – 12:15pm continued

Tier 5 Agency Owners (Non IC)- The Marketing Wheel of Fortune REPEAT

Leverage your brand differentiation, marketing opportunities and online presence.

Presenter Name: James Nathan

Apex- Registered for Apex but Not Completed Training

Have you started Apex program training but not completed it yet? Take another look – lots of new improvements have been made. Learn how we've completely overhauled the training to shorten it and make it a lot more fun. We will also highlight for you our super easy to use new manual and great marketing resources to generate new bookings and Membership Rewards redemptions.

Presenter Name: Apex Team

Friday, June 7, 2019

Workshop Rotation 3 - 3:00pm – 4:00pm

Tier 1- Agent Universe Toolbox- How to Work Smarter Not Harder When Just Starting

Everything you need to know about all things Travel Leaders. Agent Universe is a one-stop-shop for resources to expand your career.

Presenter Name: Stella Zeheralis

Tier 1- Social Media, Where do I Start? REPEAT

Social Media can be overwhelming. Let's break down the different platforms available to you. We will navigate through Facebook, Instagram, Pinterest, LinkedIn, and Twitter for you to determine what is best for you to be successful. Fulfills Leisure, Luxury, Group, Honeymoon and Destination Wedding and Active and Adventure Specialist Requirement

Presenter Names: Sara Lantto

Tier 1- Exclusive Cruise Amenities for your Clients

Secure the sale by offering your cruise clients exclusive amenities only you can provide. Join us to learn more about the Travel Leaders Network exclusive Cruise Space offerings. Fulfills Leisure Specialist Requirement

Presenter Name: Liz Cherne

Tier 2- Discovering your Client Part 3: Creating a Lasting Relationship

Let's take the process of discovering your clients to the next step. Are you asking the right questions? How do you get to really "know" your clients? Join us to learn how to create a lasting relationship with your clients so they return to you trip after trip. Fulfills Leisure Specialist Requirement

Presenter Name: Erica Papley

EDUCATE DISCOVER GATHER EVOLVE

Friday, June 7, 2019

Workshop Rotation 3 - 3:00pm – 4:00pm continued

Tier 2- Air Consolidators – How to make money selling air!

This workshop will provide you with some options on selling air to fully service your clients! The best part is that you will be driving revenue to your bottom line. We will discuss utilizing Air Consolidators to maximize your revenue.

Presenter Name: Darla Chartier

Tier 2- Maximize your online presence with Agent Profiler & Leaders Edge

Showcase credibility and reinforce client confidence. Learn how to maximize your online presence and grow your business with the new features in Agent Profiler and Leaders Edge. Fulfills Leisure, Luxury, Group, Honeymoon and Destination Wedding, Active and Adventure and Business Specialist Requirement

Presenter Name: Cory Voss

Tier 3- The Lagniappe Principle: Closing More Sales the Easy Way

Lagniappe is a word that means (1) a present given to a customer, or (2) an unexpected bonus. “Closing” is a word that is often used in place of the phrase **“arriving at a mutual agreement that benefits both parties.”**

In a content-packed sixty-minutes Mike Marchev will clearly outline his strategy that results in more sales with less stress, manipulation, coercion or wasteful antics of any kind. The three words that should jump out of the title at you are **“the easy way.”** ****(You better bring two pencils to this one.) Fulfills Leisure Travel Specialist Requirement

Presenter Name: Mike Marchev, Personal Sales Trainer

Tier 3- Becoming a Million \$ + Producer

You’re ‘tapped out’, but you know there’s more out there! This session is geared for those who want to learn from those who are million dollar plus sellers. Panelists will discuss what they’ve done to set their sights higher.

Presenter Name: Nancy Griffin

Tier 3- Trip Planning that CAN’T be Googled

Join us for a lively and open panel discussion on how to master the art of FITs. Fulfills Luxury Specialist Requirement

Presenter Name: Marnie Brown

Tier 4- Corporate- Eleven Proven Tactics to Reach ANY Decision Maker For Corporate Sales and Account Managers

There is no greater waste of time than selling to someone who is not the ultimate decision maker. Join sales master Owen Van Syckle for a practical, informative workshop that will reveal you how you can get “inside the mind” of a prospect to systematically identify, qualify and access the real decision maker in every situation.

Fulfills Corporate Travel Specialist Requirement

Presenter Name: Owen Van Syckle, Sales Acceleration Academy

EDUCATE DISCOVER GATHER EVOLVE

Friday, June 7, 2019

Workshop Rotation 3 - 3:00pm – 4:00pm continued

Tier 4- How to be Proactive and get the most out of ClientBase for Windows

In this workshop we will review ClientBase Windows. This session will refresh you on why the RIGHT data is important for your marketing.

Presenter Name: Karen Steuerwald

Tier 4- Letting go of the Bottom Feeders

Evaluate your client list and who your top clients are. Take a closer look at your clients and determine who's ready for that next level of luxury.

Presenter Name: Darlene Mongoven

Tier 5 Agency Owners (Non IC) - Corporate- Making Money on Specialty Fares

Do you work with churches, mission or humanitarian groups? How about adoption services? If so, we will show you how to sell airfares that are only applicable to customers who have this type of travel. You can save them a lot of money and provide extra perks such as flexible changes and in some cases 3 bags free! Oh, did I say you can make a lot of money too? Yes, you can – much more than with published airfares!

Presenter Name: Jay Ellenby, Safe Harbors Travel Group

Tier 5 Agency Owners (Non IC)- Legally Prepared Part I. – “Employers Best Practices: Simple Steps you can take to Avoid Trouble”

Seller of travel. Every aspect you've got to know as an owner.

Presenter Name: Peter Lobasso, esq.

Tier 5 Agency Owners (Non IC)- Information Security & Compliance at Travel Leaders

Cyber security is of utmost importance in our world today. Join Travel Leaders Group Chief Information Security Officer Max Goldfarb to learn about security best practices that you can implement in your agency today.

Presenter Name: Max Goldfarb

Apex- Benefits of Apex, our Collaboration with American Express

Haven't signed up yet for Apex, our exciting new program in collaboration with American Express? Join this lively discussion about the benefits and requirements of the Apex program. During this session, you will learn about how you can take advantage of the program's key benefits: Redeeming your clients' Membership Reward points for commissionable travel, offer clients exclusive travel benefits/discounts and earning incentive bonuses for referring new card members.

Presenter Name: Apex Team

EDUCATE DISCOVER GATHER EVOLVE

Friday, June 7, 2019

Workshop Rotation 4 - 4:15pm – 5:15pm

Tier 1- Give Yourself the Edge

An educated advisor is a successful advisor! Learn about all the educational opportunities offered by Travel Leaders for today and your future.

Presenter Name: Heather Kindred

Tier 1- Where in the Universe?

Build your confidence with new clients when talking about destinations. Refresh your memory on popular locations, monuments, and suppliers that match your needs. Fulfills Leisure Specialist Requirement

Presenter Name: Erica Papley

Tier 1- Dynamics of Today's Clients

Make connections with each of your clients. Join us to hone your skills when it comes to connecting and communicating. Come learn about working with all generations in today's consumer marketplace. Fulfills Leisure Specialist Requirement

Presenter Name: Nancy Griffin

Tier 2- Social Solutions Marketing Strategies that Work REPEAT

Inspire people to travel while keeping your clients connected with you. Learn to utilize real time engagement, sample live posts, new deals, educational travel tips, maximize your reviews and let you be on our way to creating successful campaigns to grow your reach via a point and click solution. (Social Media Studio) Fulfills Leisure, Luxury, Group, Honeymoon and Destination Wedding and Active and Adventure Specialist Requirement

Presenter Name: Brittany Nasifoglu

Tier 2- What is AgentMate? Is it right for me?

Do you need to organize your daily workflow? Would you like a tighter grip on your client data, reservation management, commission tracking and reporting? Learn about the features and functions within the AgentMate application and how they can help you streamline your front-to-back office processes.

Presenter Names: Johnna Roberts & Kevin Kimes

Tier 2- Honeymoons, Babymoons, and Destination Weddings

Each year approximately two million brides get married. More brides equal more business. Honeymoon and Destination Weddings are the second largest segment of leads coming through Agent Profiler today. Fulfills Honeymoon and Destination Wedding Specialist Requirement

Presenter Name: Carrie Brandt

Tier 3- Maximize your online presence with Agent Profiler & Leaders Edge

Showcase credibility and client confidence. Optimize your profile with key words that boost your page to the top of search engines. Showcase credibility and reinforce client confidence. Learn how to maximize your online presence and grow your business with the new features in Agent Profiler and Leaders Edge. Fulfills Leisure, Luxury, Group, Honeymoon and Destination Wedding, Active and Adventure and Business Specialist Requirement

Presenter Name: Cory Voss

EDUCATE DISCOVER GATHER EVOLVE

Friday, June 7, 2019

Workshop Rotation 4 - 4:15pm – 5:15pm continued

Tier 3- How Cruising has Changed

From steamships to superliners to eco-friendly cruises, the cruise industry has certainly evolved over the years. Please join us as we discover both the evolution of the cruise industry as well as what's on the horizon.

Presenter Name: Pam Jarvis

Tier 3- Luxury Travel Means Different Things to Different People

Today's Luxury has transformed, are you ready? There's a new overarching theme in luxury – personalized fulfillment. Clients are wanting travel memories and experiences that match an aspirational version of themselves. This will be a panel discussion. Fulfills Luxury Specialist Requirement

Presenter Name: Stella Zeheralis

Tier 4- Corporate- New Technology for Business Travel: Care, Connect, Secure Pay

In the age of fast paced travel- coming and going from one airport to another our travelers do not have time to wait. Come and learn about how Care and Connect gives your clients the ability to make changes, and avoid delays all while running through the airport. No need to wait in line they have the power within their hands.

As a TMC we can sell the ability to be able to know where all of your travelers are at and know that they are safe. CARE gives you the peace of mind to be able to track all of your travelers. Fulfills Corporate Travel Specialist Requirement.

Presenter Name: Jessica Thorud

Tier 4- Let's Check In

Learn what's new and on the horizon from subject matter experts in the hotel arena.

Presenter Name: Michael Heflin

Tier 4- Corporate- NDC – What does it mean and how does it impact your business?

This workshop will take a look at NDC. Just exactly what is it, why are the airlines wanting it and why should your agency and your clients need it?

Presenter Name: Peter Vlitas

Tier 5 Agency Owners (Non IC)- Legally Prepared Part II. – “Utilizing Independent Contractors Today, How to Mitigate the Risks “

Any agency that brings on the services of an independent contractor needs to understand what the law requires and how to protect itself contractually. Join ASTAs General Counsel, Peter Lobasso as he discusses what every Independent Contractor agreement should include, along with an update on developments in the law for 2020 and beyond.

Presenter Names: Peter Lobasso, esq. & Mary Janowiak

EDUCATE DISCOVER GATHER EVOLVE

Friday, June 7, 2019

Workshop Rotation 4 - 4:15pm – 5:15pm continued

Tier 5 Agency Owners (Non IC)- Embracing New Talent (Yes! That includes Millennials!)

Attract and retain the talent you want in the generation coming into the industry.

Presenter Name: Darlene Mongoven

Tier 5 Agency Owners (Non IC)- HR – Employee Retention

Managing employee retention involves many different activities to keep employees engaged and retain them for the future benefit of your organization. This workshop will look at 5 leading factors that contribute to retaining your top talent.

Presenter Name: Kathy Christianson

Canadian Focus (Canada Only) -

You're invited to join your Travel Leaders Network Canadian Team to hear all about the latest news and updates on our programmes and tools that help make you more profitable. It's also the perfect opportunity to meet and network with our Canadian Supplier Partners as well as your fellow Canadian members!

Presenter Name: Christine James

Saturday, June 8, 2019

Sunrise Workshops 7:00am – 7:45am

Wellness Travel: Tonic for Body, Mind & Soul Description

Enlighten yourself in an informative sunrise workshop on one of the hottest trends in travel! Fulfills Luxury Travel Specialist Requirement

Presenter Name: Erica Papley

Getting the Family Traveling Together

You have undoubtedly heard the expression "60 is the new 40." Or perhaps "70 is the new 30." Regardless of the catchphrase it has become glaringly obvious that grandparents have the energy and the interest to seek memorable travel-related opportunities to share with their extended families.

Traditionalists, Baby Boomers, Gen X, Millennials and Gen Z's are setting new trends worth investigating. We only have 45 minutes to shed light on this enormous opportunity but Mike Marchev believes he is up to the task.

Come early for your morning jolt of stimulation. Fulfills Group and Leisure Specialist Requirement

Presenter Name: Mike Marchev, Personal Sales Trainer

Eva Airways- EVA Air Sunrise Workshop

Whether you are new to EVA Airways or a seasoned expert, come learn about what's new and upcoming with our product and service. Attendees will have a chance to win free tickets from North America to any destination in our comprehensive network!

Facilitated by: Lillian Ho, Sales Representative, Ingher Feng, Assistant Manager, and Daryl Yu Sales Manager

EDUCATE DISCOVER GATHER EVOLVE

Saturday, June 8, 2019

Sunrise Workshops 7:00am – 7:45am continued

Pleasant Holidays- You think you know Pleasant Holidays...but there is still more to learn!

Pleasant Holidays is one of the largest tour operators in the U.S, offering vacation packages, flights, hotels, cruises, car rentals, travel protection and related travel services to the world's most popular destinations.

And guess what??! We are celebrating our 60th anniversary this year! Learn how much we have changed, yet still stayed the same. Expanding product and destinations, yet enhancing service and value. Offering multiple brands, including our luxury brand, Journese to handle all of your client's needs.

Facilitated by: Chanda K Vudmaska, Director of National Accounts

Visit Portugal/ TAP- VISIT PORTUGAL

How much do you know about Portugal? Did you know that only during this month TAP will launch three new nonstop flights to Portugal? Being one of them from Washington D.C! We're excited to have you on board during Visit Portugal Workshop where you'll be able to learn much more!

Facilitated by: Rita Febrer, USA Project Manager

Saturday, June 8, 2019

Sponsor Workshops 10:30am – 11:00am

AIG Travel- Learn about the exciting new coverages AIG Travel is about to launch for your customers!

AIG Travel has been hard at work listening to feedback from travel advisors on what their customers really want in travel insurance coverage. Come learn about all the exciting enhancements coming soon for your US customers.

Facilitated by: Bob Ford and Lisa Bourget, Regional Vice Presidents of Field Sales at AIG Travel

AmaWaterways- All-encompassing river cruise vacations

Founded in 2002 by river cruise pioneers Rudi Schreiner, Kristin Karst and Jimmy Murphy, AmaWaterways is the premier river cruise line on Europe's Danube, Douro, Main, Moselle, Rhine, Rhône, Garonne and Seine rivers.

World-renowned for the unparalleled quality of its fleet, which includes 23 custom-designed ships boasting impeccable service and amenities. AmaWaterways provides all-encompassing river cruise vacations on the most breathtaking waterways of Europe, Africa and Asia. Join us during our workshop to learn how AmaWaterways continues to lead the way in river cruising and why we are the highest rated ships in Europe, as recognized by the premier authority Berlitz.

Facilitated by: Melissa Huttinger, Manager, National Accounts

EDUCATE DISCOVER GATHER EVOLVE

Saturday, June 8, 2019

Sponsor Workshops 10:30am – 11:00am continued

CHUBB Travel Protection- From Ordinary to Exceptional: A Traveler's Guide

Take your travel services to the next level with Bonnie Raschka, Head of Leisure Travel for Chubb Travel Protection. A frequent world traveler has experienced all the ups and downs of traveling. It's not just about getting travel insurance—but taking preventative measures to avoid mishaps on the road, in the air, or out at sea. As a travel professional, your clients are counting on you to help make their trip one to remember. We want them to remember it for all the right reasons! Join this session for marketing materials, tips, and tricks on how to create an exceptional, seamless travel experience for your clients.

Facilitated by: Bonnie Raschka, Head of Leisure Travel for Chubb Travel Protection

Delta Air Lines- Turn your Delta knowledge into FREE air travel!

Join us for a competitive and fun 30-minute workshop where winners leave with travel rewards and everyone else gets Biscoff cookies!

Facilitated by: Tim Frederick and Tabina Chuk

Enterprise Holdings- Driving Loyalty

How does an agency drive loyalty? What makes a customer come back to you time after time?

In this workshop you will learn how to build loyalty with your employees, customers and suppliers. You will take away solid ideas you can implement immediately with relatively no cost to you.

You will also learn what key industry executives believe makes your agency irresistible to suppliers.

Plus, all attendees will receive \$25.00 Enterprise gift certificate to use on your next rental.

Facilitated by: Tony Cosenza, CTA, Strategic Account Manager

Funjet Vacations- Get to the beach faster. Learn the ins and outs of Funjet Vacations Exclusive Nonstop Vacation Flights.

With more origins and destinations than ever, learn how getting your clients to the beach faster means more money and peace of mind for you. Funjet Vacations Exclusive Nonstop Vacation Flights are a win-win for both you and your clients.

Facilitated by: Michelle Payette, Business Development Manager

Globus- Land Packages

The Globus family of brands is a global company reaching every corner of the world, yet remains family-owned and steeped in the tradition of enlightening travelers by showing them the very best of the destinations we know so well. From independent vacations, to group travel and more, the Globus family will take your clients further and to more undiscovered places than anyone else. Join us as we take a deep dive on Globus, Cosmos, and Monograms, from where we travel with these brands, to who is the ideal client, including some surprising targets like family travel. You will leave with the skills and knowledge to grow your business in 2019 and beyond! Despite being around for more than 90 years, there is always something new to learn when it comes to the Globus family of brands. Plus, maybe you'll be one of two lucky \$100 gift card winners.

Facilitated by: Cory McGillivray, Training Specialist

EDUCATE DISCOVER GATHER EVOLVE

Saturday, June 8, 2019

Sponsor Workshops 10:30am – 11:00am continued

GOGO Vacations- A deep dive into GOGO Vacations and new technology

GOGO Vacation's National Accounts Team will walk-through all the benefits or partnering with their iconic brand. The team will highlight and dive deep into all the amazing additions added over the past year. GOGO will also be training on new technology, that will immediately change the way you do business. This training is not to be missed if you are looking to grow your business exponentially!

Facilitated by: Kevin McCullough, Director of National Accounts for GOGO Vacations, Erica Scannelli, National Accounts Manager, and Laura DeVeiga, National Accounts Manager

MSC Cruises- MSC Cruises- Be a part of the leading EDGE with MSC Cruises!

MSC Cruises Global Footprint, Unprecedented Expansion Plan, Bringing Guest Experience to the Next Level

Facilitated by: Marianne Sequeira, Manager, National Accounts

Palace Resorts- Get to Know Palace Resorts - Setting the Bar Higher for Luxury All Inclusive Vacations

Learn about the leading luxury, all-inclusive experience at Palace Resorts, Moon Palace, and Le Blanc Spa Resort, and see why we've set the highest standards for vacations in Mexico and Jamaica. Offering luxurious accommodations, larger than life amenities, unmatched service, and a generous \$1500 Resort Credit, families, couples, and groups have made us the highly-rated resorts in the destinations we serve. Join us and also see how Palace Resorts has the most competitive travel agent incentives program, along with other surprises.

Facilitated by: Gina LaVoice, Regional Director of Sales

Royal Caribbean International- Espresso, Automation and Headquarter Groups

Learn more about the benefits of Automation. Dive into Espresso features such as booking Amenity Departure Dates, Stateroom Planner, redeeming Gap points and more! This interactive workshop will walk you through the Espresso tool and its functionalities. We look forward to seeing you!

Facilitated by: Alex Rood

Travelport- Travelport Smartpoint and NDC: Your selling platform for the future

Learn how Travelport Smartpoint, our award-winning desktop solution enabling you to sell air, car, hotel and more all within a single workflow, is NDC ready. Hear how Smartpoint enables consumption and normalization of NDC content, and participate in a Q&A addressing your unique questions.

Facilitated by: Marvin Martin, Regional Portfolio Manager, Travelport

United Airlines- United University

Come find out the facts about United to help aid you in selling as you navigate with our "Professors" on your way through your United Airlines degree.

Facilitated by: Tyler Anderson, National Sales Representative

Viking Cruises- Discovering Viking Ocean

Did you know Viking offers two very distinctive cruise experiences? Want to learn more about Viking Ocean? Who is our guest and how do you find Vikings in your database? What are some of the listening cues your client is ready for a more inclusive, midsize ship Viking experience?

Facilitated by: Ana Parodi, Director National Accounts

EDUCATE DISCOVER GATHER EVOLVE

Saturday, June 8, 2019

Sponsor Workshops 11:15am – 11:45am

AIG Travel- Learn about the exciting new coverages AIG Travel is about to launch for your customers!

AIG Travel has been hard at work listening to feedback from travel advisors on what their customers really want in travel insurance coverage. Come learn about all the exciting enhancements coming soon for your US customers.

Facilitated by: Bob Ford and Lisa Bourget, Regional Vice Presidents of Field Sales at AIG Travel

AmaWaterways- All-encompassing river cruise vacations

Founded in 2002 by river cruise pioneers Rudi Schreiner, Kristin Karst and Jimmy Murphy, AmaWaterways is the premier river cruise line on Europe's Danube, Douro, Main, Moselle, Rhine, Rhône, Garonne and Seine rivers. World-renowned for the unparalleled quality of its fleet, which includes 23 custom-designed ships boasting impeccable service and amenities. AmaWaterways provides all-encompassing river cruise vacations on the most breathtaking waterways of Europe, Africa and Asia. Join us during our workshop to learn how AmaWaterways continues to lead the way in river cruising and why we are the highest rated ships in Europe, as recognized by the premier authority Berlitz.

Facilitated by: Melissa Huttinger, Manager, National Accounts

CHUBB Travel Protection- From Ordinary to Exceptional: A Traveler's Guide

Take your travel services to the next level with Bonnie Raschka, Head of Leisure Travel for Chubb Travel Protection. A frequent world traveler has experienced all the ups and downs of traveling. It's not just about getting travel insurance—but taking preventative measures to avoid mishaps on the road, in the air, or out at sea. As a travel professional, your clients are counting on you to help make their trip one to remember. We want them to remember it for all the right reasons! Join this session for marketing materials, tips, and tricks on how to create an exceptional, seamless travel experience for your clients.

Facilitated by: Bonnie Raschka, Head of Leisure Travel for Chubb Travel Protection

Delta Air Lines- Turn your Delta knowledge into FREE air travel!

Join us for a competitive and fun 30-minute workshop where winners leave with travel rewards and everyone else gets Biscoff cookies!

Facilitated by: Tim Frederick and Tabina Chuk

Enterprise Holdings- Driving Loyalty

How does an agency drive loyalty? What makes a customer come back to you time after time?

In this workshop you will learn how to build loyalty with your employees, customers and suppliers. You will take away solid ideas you can implement immediately with relatively no cost to you.

You will also learn what key industry executives believes makes your agency irresistible to suppliers.

Plus, all attendees will receive \$25.00 Enterprise gift certificate to use on your next rental.

Facilitated by: Tony Cosenza, CTA, Strategic Account Manager

Funjet Vacations- Your Ultimate Agent Rewards with Funjet Vacations

Come and hear all our tips and tricks to unleash your earning potential with Funjet Vacations Ultimate Agent Rewards program. From Agent Bonus Cash and Upgrade Bonus to Star Agents and Agent of Change, learn how to maximize earnings on everything you book. While you're earning more, your clients will keep coming back for more.

Facilitated by: Renee Solari, Business Development Manager

EDUCATE DISCOVER GATHER EVOLVE

Saturday, June 8, 2019

Sponsor Workshops 11:15am – 11:45am continued

Avalon Waterways- Avalon Waterways

Have you ever been on an Avalon Suite Ship? Well, now's your chance. Join for an interactive walkthrough of one of Avalon's industry leading ships. See the Panorama Suite for yourself, kick back in the Panorama Lounge, take in the views in the Club Lounge or feel the wind in your hair as you walk the Sky Deck. If you want to be empowered to sell the Avalon difference, you need to attend this workshop. You'll also learn about some of the new features and cruises for the 2020 selling season. Plus, participate in a rapid fire Q&A with the Director of National Accounts, Jen Halboth. Bring the questions you always wanted to ask! Maybe you'll be a lucky winner of a \$100 gift card. At a minimum, you are you are investing in your agency's commitment to sell more river cruises in the coming year.

Facilitated by: Jennifer Halboth, Director National Accounts

GOGO Vacations- A deep dive into GOGO Vacations and new technology

GOGO Vacation's National Accounts Team will walk-through all the benefits or partnering with their iconic brand. The team will highlight and dive deep into all the amazing additions added over the past year. GOGO will also be training on new technology, that will immediately change the way you do business. This training is not to be missed if you are looking to grow your business exponentially!

Facilitated by: Kevin McCullough, Director of National Accounts for GOGO Vacations, Erica Scannelli, National Accounts Manager, and Laura DeVeiga, National Accounts Manager

MSC Cruises- MSC Cruises- Be a part of the leading EDGE with MSC Cruises!

MSC Cruises Global Footprint, Unprecedented Expansion Plan, Bringing Guest Experience to the Next Level

Facilitated by: Marianne Sequeira, Manager, National Accounts

Palace Resorts- Get to Know Palace Resorts - Setting the Bar Higher for Luxury All Inclusive Vacations

Learn about the leading luxury, all-inclusive experience at Palace Resorts, Moon Palace, and Le Blanc Spa Resort, and see why we've set the highest standards for vacations in Mexico and Jamaica. Offering luxurious accommodations, larger than life amenities, unmatched service, and a generous \$1500 Resort Credit, families, couples, and groups have made us the highly-rated resorts in the destinations we serve. Join us and also see how Palace Resorts has the most competitive travel agent incentives program, along with other surprises.

Facilitated by: Gina LaVoice, Regional Director of Sales

Royal Caribbean International- Espresso, Automation and Headquarter Groups

Learn more about the benefits of Automation. Dive into Espresso features such as booking Amenity Departure Dates, Stateroom Planner, redeeming Gap points and more! This interactive workshop will walk you through the Espresso tool and its functionalities. We look forward to seeing you!

Facilitated by: Alex Rood

EDUCATE DISCOVER GATHER EVOLVE

Saturday, June 8, 2019

Sponsor Workshops 11:15am – 11:45am continued

Travelport- Meet your one-stop cruise booking shop – Travelport Cruise & Tour

Come see how easy it is to shop and book ocean and river cruises from over 25 providers in a single tool. Find the best value for your customers – whether it’s an onboard credit or exceptional offer – and save time and earn more commission with integrated customer profiles, robust group and inventory management and fast, smart search capabilities.

Facilitated by: Liz Maddern, Regional Portfolio Manager, Travelport

United Airlines- United University

Come find out the facts about United to help aid you in selling as you navigate with our “Professors” on your way through your United Airlines degree.

Facilitated by: Tyler Anderson, National Sales Representative

Viking Cruises- Discovering Viking Ocean

Did you know Viking offers two very distinctive cruise experiences? Want to learn more about Viking Ocean? Who is our guest and how do you find Vikings in your database? What are some of the listening cues your client is ready for a more inclusive, midsize ship Viking experience?

Facilitated by: Ana Parodi, Director National Accounts

Sunday, June 9, 2019

Sponsor Workshops 9:45am – 10:15am

AIG Travel- Learn about the exciting new coverages AIG Travel is about to launch for your customers!

AIG Travel has been hard at work listening to feedback from travel advisors on what their customers really want in travel insurance coverage. Come learn about all the exciting enhancements coming soon for your US customers.

Facilitated by: Bob Ford and Lisa Bourget, Regional Vice Presidents of Field Sales at AIG Travel

AmaWaterways- All-encompassing river cruise vacations

Founded in 2002 by river cruise pioneers Rudi Schreiner, Kristin Karst and Jimmy Murphy, AmaWaterways is the premier river cruise line on Europe’s Danube, Douro, Main, Moselle, Rhine, Rhône, Garonne and Seine rivers. World-renowned for the unparalleled quality of its fleet, which includes 23 custom-designed ships boasting impeccable service and amenities. AmaWaterways provides all-encompassing river cruise vacations on the most breathtaking waterways of Europe, Africa and Asia. Join us during our workshop to learn how AmaWaterways continues to lead the way in river cruising and why we are the highest rated ships in Europe, as recognized by the premier authority Berlitz.

Facilitated by: Melissa Huttinger, Manager, National Accounts

EDUCATE DISCOVER GATHER EVOLVE

Sunday, June 9, 2019

Sponsor Workshops 9:45am – 10:15am continued

CHUBB Travel Protection- From Ordinary to Exceptional: A Traveler's Guide

Take your travel services to the next level with Bonnie Raschka, Head of Leisure Travel for Chubb Travel Protection. A frequent world traveler has experienced all the ups and downs of traveling. It's not just about getting travel insurance—but taking preventative measures to avoid mishaps on the road, in the air, or out at sea. As a travel professional, your clients are counting on you to help make their trip one to remember. We want them to remember it for all the right reasons! Join this session for marketing materials, tips, and tricks on how to create an exceptional, seamless travel experience for your clients.

Facilitated by: Bonnie Raschka, Head of Leisure Travel for Chubb Travel Protection

Delta Air Lines- Turn your Delta knowledge into FREE air travel!

Join us for a competitive and fun 30-minute workshop where winners leave with travel rewards and everyone else gets Biscoff cookies!

Facilitated by: Tim Frederick and Tabina Chuk

Enterprise Holdings- Driving Loyalty

How does an agency drive loyalty? What makes a customer come back to you time after time?

In this workshop you will learn how to build loyalty with your employees, customers and suppliers. You will take away solid ideas you can implement immediately with relatively no cost to you.

You will also learn what key industry executives believes makes your agency irresistible to suppliers.

Plus, all attendees will receive \$25.00 Enterprise gift certificate to use on your next rental.

Facilitated by: Tony Cosenza, CTA, Strategic Account Manager Travel Agency Sales

Funjet Vacations- Groups, gatherings, and getaways; Your one stop shop on all things Groups by Funjet.

Whether you're a groups guru or looking to book your first group, Funjet Vacations is here to help you choose the option that works best for your clients. Come and learn how we make it easy for you to grow your group business.

Facilitated by: Jennifer Lien, Business Development Manager

Globus- Land Packages

The Globus family of brands is a global company reaching every corner of the world, yet remains family-owned and steeped in the tradition of enlightening travelers by showing them the very best of the destinations we know so well. From independent vacations, to group travel and more, the Globus family will take your clients further and to more undiscovered places than anyone else. Join us as we take a deep dive on Globus, Cosmos, and Monograms, from where we travel with these brands, to who is the ideal client, including some surprising targets like family travel. You will leave with the skills and knowledge to grow your business in 2019 and beyond! Despite being around for more than 90 years, there is always something new to learn when it comes to the Globus family of brands. Plus, maybe you'll be one of two lucky \$100 gift card winners.

Facilitated by: Cory McGillivray, Training Specialist

EDUCATE DISCOVER GATHER EVOLVE

Sunday, June 9, 2019

Sponsor Workshops 9:45am – 10:15am continued

GOGO Vacations- A deep dive into GOGO Vacations and new technology

GOGO Vacation's National Accounts Team will walk-through all the benefits of partnering with their iconic brand. The team will highlight and dive deep into all the amazing additions added over the past year. GOGO will also be training on new technology, that will immediately change the way you do business. This training is not to be missed if you are looking to grow your business exponentially!

Facilitated by: Kevin McCullough, Director of National Accounts for GOGO Vacations, Erica Scannelli, National Accounts Manager, Laura DeVeiga, National Accounts Manager

Hotel Marketplace (9:45am – 11:45am)

Connect with over 80 hotel partners from our TLG Hotel Programs in this interactive marketplace. Attending agents will be entered into a drawing for **prizes** donated by our participating hotels.

MSC Cruises- MSC Cruises- Be a part of the leading EDGE with MSC Cruises!

MSC Cruises Global Footprint, Unprecedented Expansion Plan, Bringing Guest Experience to the Next Level

Facilitated by: Marianne Sequeira, Manager, National Accounts

Palace Resorts- Get to Know Palace Resorts - Setting the Bar Higher for Luxury All Inclusive Vacations

Learn about the leading luxury, all-inclusive experience at Palace Resorts, Moon Palace, and Le Blanc Spa Resort, and see why we've set the highest standards for vacations in Mexico and Jamaica. Offering luxurious accommodations, larger than life amenities, unmatched service, and a generous \$1500 Resort Credit, families, couples, and groups have made us the highly-rated resorts in the destinations we serve. Join us and also see how Palace Resorts has the most competitive travel agent incentives program, along with other surprises.

Facilitated by: Gina LaVoice, Regional Director of Sales

Royal Caribbean International- How to have a Perfect Day every day with Royal Caribbean International!

Come help us celebrate our 50 years Bold and discover how Royal Caribbean has changed the face of cruising through innovation and excitement! From onboard thrills that take adrenaline up a notch, to spaces that provide the ultimate chill factor, there's no shortage of "Only on Royal" features that your clients of every age will love! Get ready to learn about this and more — including our incredible new Ships, our exclusive private island destination - Perfect Day at CocoCay and our exciting Royal Amplified fleet modernization! All this and more as we'll highlight new tools at your disposal, all designed to grow your business and lead us to even greater success together . . . We can't wait to see you there!

Facilitated by: Laurie Bohn-Isaure AVP, National Accounts

Travelport- Travelport Smartpoint and NDC: Your selling platform for the future

Learn how Travelport Smartpoint, our award-winning desktop solution enabling you to sell air, car, hotel and more all within a single workflow, is NDC ready. Hear how Smartpoint enables consumption and normalization of NDC content, and participate in a Q&A addressing your unique questions.

Facilitated by: Marvin Martin, Regional Portfolio Manager, Travelport

EDUCATE DISCOVER GATHER EVOLVE

Sunday, June 9, 2019

Sponsor Workshops 9:45am – 10:15am continued

United Airlines- United University

Come find out the facts about United to help aid you in selling as you navigate with our “Professors” on your way through your United Airlines degree.

Facilitated by: Tyler Anderson, National Sales Representative

Viking Cruises- Discovering Viking Ocean

Did you know Viking offers two very distinctive cruise experiences? Want to learn more about Viking Ocean? Who is our guest and how do you find Vikings in your database? What are some of the listening cues your client is ready for a more inclusive, midsize ship Viking experience?

Facilitated by: Ana Parodi, Director National Accounts

Sunday, June 9, 2019

Sponsor Workshops 10:30am – 11:00am

AIG Travel- Learn about the exciting new coverages AIG Travel is about to launch for your customers!

AIG Travel has been hard at work listening to feedback from travel advisors on what their customers really want in travel insurance coverage. Come learn about all the exciting enhancements coming soon for your US customers.

Facilitated by: Bob Ford and Lisa Bourget, Regional Vice Presidents of Field Sales at AIG Travel

AmaWaterways- All-encompassing river cruise vacations

Founded in 2002 by river cruise pioneers Rudi Schreiner, Kristin Karst and Jimmy Murphy, AmaWaterways is the premier river cruise line on Europe’s Danube, Douro, Main, Moselle, Rhine, Rhône, Garonne and Seine rivers. World-renowned for the unparalleled quality of its fleet, which includes 23 custom-designed ships boasting impeccable service and amenities. AmaWaterways provides all-encompassing river cruise vacations on the most breathtaking waterways of Europe, Africa and Asia. Join us during our workshop to learn how AmaWaterways continues to lead the way in river cruising and why we are the highest rated ships in Europe, as recognized by the premier authority Berlitz.

Facilitated by: Melissa Huttinger, Manager, National Accounts

CHUBB Travel Protection- From Ordinary to Exceptional: A Traveler’s Guide

Take your travel services to the next level with Bonnie Raschka, Head of Leisure Travel for Chubb Travel Protection. A frequent world traveler has experienced all the ups and downs of traveling. It’s not just about getting travel insurance—but taking preventative measures to avoid mishaps on the road, in the air, or out at sea. As a travel professional, your clients are counting on you to help make their trip one to remember. We want them to remember it for all the right reasons! Join this session for marketing materials, tips, and tricks on how to create an exceptional, seamless travel experience for your clients.

Facilitated by: Bonnie Raschka, Head of Leisure Travel for Chubb Travel Protection

EDUCATE DISCOVER GATHER EVOLVE

Sunday, June 9, 2019

Sponsor Workshops 10:30am – 11:00am continued

Delta Air Lines- Turn your Delta knowledge into FREE air travel!

Join us for a competitive and fun 30-minute workshop where winners leave with travel rewards and everyone else gets Biscoff cookies!

Facilitated by: Tim Frederick and Tabina Chuk

Enterprise Holdings- Driving Loyalty

How does an agency drive loyalty? What makes a customer come back to you time after time?

In this workshop you will learn how to build loyalty with your employees, customers and suppliers. You will take away solid ideas you can implement immediately with relatively no cost to you.

You will also learn what key industry executives believes makes your agency irresistible to suppliers.

Plus, all attendees will receive \$25.00 Enterprise gift certificate to use on your next rental.

Facilitated by: Tony Cosenza, CTA, Strategic Account Manager Travel Agency Sales

Funjet Vacations- Get creative with Funjet Vacations and learn how to utilize our engagement tools to grow your business.

Did you know that there are over 50 FREE customizable Funjet Vacations templates for you to use to market directly to your customers? Or that you can send vacation recommendations via email right from VAX? With our engagement tools, we make it easy for you to take your marketing to the next level and target your clients with personalized content. Come learn how to get creative with Funjet Vacations.

Facilitated by: Debbie Yordy, Business Development Manager

Avalon Waterways - Avalon Waterways

Have you ever been on an Avalon Suite Ship? Well, now's your chance. Join for an interactive walkthrough of one of Avalon's industry leading ships. See the Panorama Suite for yourself, kick back in the Panorama Lounge, take in the views in the Club Lounge or feel the wind in your hair as you walk the Sky Deck. If you want to be empowered to sell the Avalon difference, you need to attend this workshop. You'll also learn about some of the new features and cruises for the 2020 selling season. Plus, participate in a rapid fire Q&A with the Director of National Accounts, Jen Halboth. Bring the questions you always wanted to ask! Maybe you'll be a lucky winner of a \$100 gift card. At a minimum, you are you are investing in your agency's commitment to sell more river cruises in the coming year.

Facilitated by: Jennifer Halboth, Director National Accounts

GOGO Vacations- A deep dive into GOGO Vacations and new technology

GOGO Vacation's National Accounts Team will walk-through all the benefits of partnering with their iconic brand. The team will highlight and dive deep into all the amazing additions added over the past year. GOGO will also be training on new technology, that will immediately change the way you do business. This training is not to be missed if you are looking to grow your business exponentially!

Facilitated by: Kevin McCullough, Director of National Accounts for GOGO Vacations, Erica Scannelli, National Accounts Manager, and Laura DeVeiga, National Accounts Manager

EDUCATE DISCOVER GATHER EVOLVE

Sunday, June 9, 2019

Sponsor Workshops 10:30am – 11:00am continued

MSC Cruises- MSC Cruises- Be a part of the leading EDGE with MSC Cruises!

MSC Cruises Global Footprint, Unprecedented Expansion Plan, Bringing Guest Experience to the Next Level

Facilitated by: Marianne Sequeira, Manager, National Accounts

Palace Resorts- Get to Know Palace Resorts - Setting the Bar Higher for Luxury All Inclusive Vacations

Learn about the leading luxury, all-inclusive experience at Palace Resorts, Moon Palace, and Le Blanc Spa Resort, and see why we've set the highest standards for vacations in Mexico and Jamaica. Offering luxurious accommodations, larger than life amenities, unmatched service, and a generous \$1500 Resort Credit, families, couples, and groups have made us the highly-rated resorts in the destinations we serve. Join us and also see how Palace Resorts has the most competitive travel agent incentives program, along with other surprises.

Facilitated by: Gina LaVoice, Regional Director of Sales

Royal Caribbean International- How to have a Perfect Day every day with Royal Caribbean International!

Come help us celebrate our 50 years Bold and discover how Royal Caribbean has changed the face of cruising through innovation and excitement! From onboard thrills that take adrenaline up a notch, to spaces that provide the ultimate chill factor, there's no shortage of "Only on Royal" features that your clients of every age will love! Get ready to learn about this and more — including our incredible new Ships, our exclusive private island destination - Perfect Day at CocoCay and our exciting Royal Amplified fleet modernization! All this and more as we'll highlight new tools at your disposal, all designed to grow your business and lead us to even greater success together . . . We can't wait to see you there!

Facilitated by: Laurie Bohn-Isaure AVP, National Accounts

Travelport- Meet your one-stop cruise booking shop – Travelport Cruise & Tour

Come see how easy it is to shop and book ocean and river cruises from over 25 providers in a single tool. Find the best value for your customers – whether it's an onboard credit or exceptional offer – and save time and earn more commission with integrated customer profiles, robust group and inventory management and fast, smart search capabilities.

Facilitated by: Liz Maddern, Regional Portfolio Manager, Travelport

United Airlines- United University

Come find out the facts about United to help aid you in selling as you navigate with our "Professors" on your way through your United Airlines degree.

Facilitated by: Tyler Anderson, National Sales Representative

Viking Cruises- Discovering Viking Ocean

Did you know Viking offers two very distinctive cruise experiences? Want to learn more about Viking Ocean? Who is our guest and how do you find Vikings in your database? What are some of the listening cues your client is ready for a more inclusive, midsize ship Viking experience?

Facilitated by: Ana Parodi, Director National Accounts

EDUCATE DISCOVER GATHER EVOLVE

Sunday, June 9, 2019

Sponsor Workshops 11:30am – 12:00pm

Celebrity Cruises- Celebrity Revolution

Discover Celebrity Cruises 600 Million Dollar Revolution

- Elevated bars and lounges
- Exciting upgrades to Public Venues
- Exclusive new shopping experiences
- Completely redesigned staterooms, and more!

Facilitated by: Keith Jorgensen

Disney Destinations

Join this session to see what is new at Disney Destinations

HAL- Holland America Line – The Cruise Line For Explorers, Foodies, and Music Lovers

Join us for this workshop to learn how we are dedicated to Modern Explorers who want to pursue their passions on all seven seas and continents, on perfectly sized, refreshingly uncrowded ships filled with one-of-a-kind experiences. And... free of things like waterslides, go-karts and roller coasters. Come, savor the journey with us.

Facilitated by: Christine Thurlow, Director, National Accounts, North America

Hertz- Drive Profits with Hertz, Dollar & Thrifty

1. Do You Know? Your Discount Codes for Customer Discounts
2. Do You Know? Latest Services for Leisure & Corporate Travelers
3. Do Your Know? Your Travel Advisor Car Rental Discounts / Programs
4. Do You Know? You May Win in Your Seat Prizes!

Facilitated by: Dena Musantry, Strategic Accounts Manager

Insight Vacations- A Day In The Life Of An Insight Vacations Guest

Come along as we experience Insight Vacations Treasures of Italy and what a guest experiences when traveling with Insight Vacations. This workshop will be engaging and fun, and you will learn valuable takeaways to help you close more sales. You don't want to miss it! Attending agents will also have the opportunity to win gift cards.

Facilitated by: Richard Sims, Director National Accounts, East

Marriott International

Join this session to see what is new at Marriott International.

Norwegian Cruise Line- Who, When, Why and how of selling Today Norwegian

Update on all that is new with the Group Program, NCLU and Norwegian Central. Learn about NCL's new ships and Itineraries available to book now. Plus, the most current Promotions

Facilitated by: Kathleen Hall, Director of Field Sales Northeast

EDUCATE DISCOVER GATHER EVOLVE

Sunday, June 9, 2019

Sponsor Workshops 11:30am – 12:00pm continued

Princess Cruises – The New Wave Vacation Travel

A Princess MedallionClass Experience makes the most of your guests' vacation time – and inspires them to see and do more than ever. Join us for a Princess MedallionClass vacation experience update; learn about how your clients can experience a truly personalized and hassle-free vacation, so they can do more of what they love. Plus, an update on Princess' promotional campaigns and exclusive offers just for you! Take with you MedallionClass promotional gift item!

Facilitated by: Cindy Botelho, CTC, Manager, National Accounts

Silversea Cruises- Yes, You Have Luxury Customers

If you think you don't have these clients, think again. Come find out where to find these customers, who they are and how to sell them on Silversea Cruises. Our 9 intimate ships are designed to offer an atmosphere of conviviality and casual elegance as our guests sail to over 900 destinations across all 7 continents and discover the world's authentic beauty.

Facilitated by: Barbara Staiger

Travel Insured International - Book More Travel Protection

Why Offer Travel Protection?

1. Protect your clients' investment of travel
2. Responsibility of care: protect your travelers before something goes wrong
3. Added value of travel protection
4. Extension of your services
5. Grow your bottom line with complete Business Planning Tools
6. Dedicated support team

Business Planning Tools:

1. A Sales Manager will work with you to help ensure that your goals are met or exceeded through comprehensive planning tools incorporating travel protection into your business framework.
2. Not only will our Sales Managers help you stay on track but will help you be confident in your plan for the years ahead.

Universal Orlando Resort- How to sell Universal Orlando to your clients

We invite you to join us to learn about all the new and exciting things coming to Universal Orlando Resort™, learn in detail about the specific topics, and how to sell Universal Orlando to your clients.

Take your clients' vacation to the next level. With three amazing theme parks – Universal Studios Florida™, Universal's Islands of Adventure™, and Universal's Volcano Bay™ water theme park, spectacular on-site hotels and more, it's days and nights of endless fun for every member of the family.

Facilitated by: Al Johnston, Business Development Manager

EDUCATE DISCOVER GATHER EVOLVE

Sunday, June 9, 2019

Sponsor Workshops 2:00pm – 2:30pm

Celebrity Cruises- Celebrity Revolution

Discover Celebrity Cruises 600 Million Dollar Revolution

- Elevated bars and lounges
- Exciting upgrades to Public Venues
- Exclusive new shopping experiences
- Completely redesigned staterooms, and more!

Facilitated by: Keith Jorgensen

Disney Destinations

Join this session to see what is new at Disney Destinations.

HAL- Holland America Line – The Cruise Line For Explorers, Foodies, and Music Lovers

Join us for this workshop to learn how we are dedicated to Modern Explorers who want to pursue their passions on all seven seas and continents, on perfectly sized, refreshingly uncrowded ships filled with one-of-a-kind experiences. And... free of things like waterslides, go-karts and roller coasters. Come, savor the journey with us.

Facilitated by: Christine Thurlow, Director, National Accounts, North America

Hertz- Drive Profits with Hertz, Dollar & Thrifty

1. Do You Know? Your Discount Codes for Customer Discounts
2. Do You Know? Latest Services for Leisure & Corporate Travelers
3. Do Your Know? Your Travel Advisor Car Rental Discounts / Programs
4. Do You Know? You May Win in Your Seat Prizes!

Facilitated by: Dena Musantry, Strategic Accounts Manager

Hotel Marketplace (2:00pm – 4:00pm)

Connect with over 80 hotel partners from our TLG Hotel Programs in this interactive marketplace. Attending agents will be entered into a drawing for **prizes** donated by our participating hotels.

Insight Vacations- A Day In The Life Of An Insight Vacations Guest

Come along as we experience Insight Vacations Treasures of Italy and what a guest experiences when traveling with Insight Vacations. This workshop will be engaging and fun, and you will learn valuable takeaways to help you close more sales. You don't want to miss it! Attending agents will also have the opportunity to win gift cards.

Facilitated by: Richard Sims, Director National Accounts, East

Marriott International

Join this session to see what is new at Marriott International.

Norwegian Cruise Line - Who, When, Why and how of selling Today Norwegian

Update on all that is new with the Group Program, NCLU and Norwegian Central. Learn about NCL's new ships and Itineraries available to book now. Plus, the most current Promotions

Facilitated by: Kathleen Hall, Director of Field Sales Northeast

EDUCATE DISCOVER GATHER EVOLVE

Sunday, June 9, 2019

Sponsor Workshops 2:00pm – 2:30pm continued

Princess Cruises – The New Wave Vacation Travel

A Princess MedallionClass Experience makes the most of your guests' vacation time – and inspires them to see and do more than ever. Join us for a Princess MedallionClass vacation experience update; learn about how your clients can experience a truly personalized and hassle-free vacation, so they can do more of what they love. Plus, an update on Princess' promotional campaigns and exclusive offers just for you! Take with you MedallionClass promotional gift item!

Facilitated by: Cindy Botelho, CTC, Manager, National Accounts

Silversea Cruises- Yes, You Have Luxury Customers

If you think you don't have these clients, think again. Come find out where to find these customers, who they are and how to sell them on Silversea Cruises. Our 9 intimate ships are designed to offer an atmosphere of conviviality and casual elegance as our guests sail to over 900 destinations across all 7 continents and discover the world's authentic beauty.

Facilitated by: Barbara Staiger

Travel Insured International - Book More Travel Protection

Why Offer Travel Protection?

1. Protect your clients' investment of travel
2. Responsibility of care: protect your travelers before something goes wrong
3. Added value of travel protection
4. Extension of your services
5. Grow your bottom line with complete Business Planning Tools
6. Dedicated support team

Business Planning Tools:

1. A Sales Manager will work with you to help ensure that your goals are met or exceeded through comprehensive planning tools incorporating travel protection into your business framework.
2. Not only will our Sales Managers help you stay on track but will help you be confident in your plan for the years ahead.

Universal Orlando Resort- How to sell Universal Orlando to your clients

We invite you to join us to learn about all the new and exciting things coming to Universal Orlando Resort™, learn in detail about the specific topics, and how to sell Universal Orlando to your clients.

Take your clients' vacation to the next level. With three amazing theme parks – Universal Studios Florida™, Universal's Islands of Adventure™, and Universal's Volcano Bay™ water theme park, spectacular on-site hotels and more, it's days and nights of endless fun for every member of the family.

Facilitated by: Al Johnston, Business Development Manager

EDUCATE DISCOVER GATHER EVOLVE

Sunday, June 9, 2019

Sponsor Workshops 2:45pm – 3:15pm

Allianz Global Assistance- Unleash your revenue-growing, loyalty-building superpowers with Allianz Global Assistance

Learn how to crush your sales goals with Allianz Advantages like:

- Proactive, automated SmartBenefitsSM
- An award-winning assistance team
- Our convenient TravelSmartTM App
- AgentMax Online, a best-in-class booking tool

Facilitated by: Karen Burke and Steve Ferry, District Director's

Amadeus- Amadeus NDC - Coming to Selling Platform Connect soon!

Our technology, underpinned by the Amadeus Travel Platform and powered by 100% open systems, gives you access to the content and capabilities you need to deliver better journeys. Please join us to learn how Amadeus has been collaborating with global industry partners, suppliers and buyers and already bringing NDC content to life.

Facilitated by: Jay Richmond, Head of Business Travel Group, North America

AMResorts

Join this session to see what is new at AMResorts.

Avanti Destinations- Utilizing Avanti's travel agent website

Join this workshop from Avanti Destinations to gain information on how utilizing Avanti's travel agent website can help make you more efficient in your daily work life. From researching different products with pricing, building an itinerary with and without names, applying payment, ordering brochures to name just a few. This provides you the opportunity to 24/7 access for help in trip planning for your client.

Facilitated by: Perry Bender, Sales Director North Central Region

Azamara Club Cruises- Azamazing Opportunity by Land & Sea

If you are serious about growing your business with affluent travelers you will not want to miss this training. **Azamara Club Cruises**® sails to fascinating destinations in Africa, Cuba, Alaska, Australia, South America, Japan, and Europe, including ports throughout the Mediterranean. Every Azamara voyage combines warmth and sophistication with authentic experiences of local life onshore. We call it **Destination ImmersionSM**, a richer-way to explore the cultural wonders of the world. With half of all port visits including a late or overnight stay, Azamara guests enjoy the advantages of night touring, including live music, theater, restaurants and clubs that light up after dark. Plus – learn more about Azamara's newest ship – the Azamara Pursuit – as well as their new land & sea partnerships with Micato Safaris, Cox & Kings and more!

Facilitated by: Nils Lindstad, Associate Vice President of Sales, Lisa Alvarez, Manager of National Accounts and Katie Gerhard, Director of Sales of Eastern US & Canada

EDUCATE DISCOVER GATHER EVOLVE

Sunday, June 9, 2019

Sponsor Workshops 2:45pm – 3:15pm continued

bedsonline | TravelBound- Now's the Time to Bedsonline. Make the most of our unrivalled booking platform!

Finding the right booking engine for your travel agency is not an easy task. While there are many booking platforms that claim they are the best-and-only-source you need for your business, the truth is that it always comes at a price and they don't offer everything you need. But finding the right booking engine for your travel agency is not an impossible task. In fact, you are about to discover that Bedsonline offers everything you need to thrive.

Facilitated by Tommy Ryder, Regional Manager, North America & Amanda Spencer Hill, National Accounts Manager

CIE Tours International- Ireland, Britain & Beyond

CIE Tours International is a premier specialty tour operator with 87 years of experience, offering the highest quality and largest variety of programs to Ireland and Britain. CIE Tours serves Ireland, England, Scotland, Wales, Iceland and Italy with over 50 guided vacations, and the largest collection of independent self or private-driven programs in Ireland. Tour choices include luxury products, small group departures, family tours, and custom private tours. Key to CIE Tours' success has been their all-inclusive policy – guests are never charged for special features considered optional extras with other tour companies.

Facilitated by: Anthony Agostinelli, Business Development Manager, Mid-Atlantic and Liz Scanlon, Director of Field Sales

Classic Vacations- The Classic Difference: New tools and tech, same great service

You've heard of the legendary service offered by Classic, but you may not know about the brand-new tools we have to make booking with Classic easier than ever. Our Custom Group Website and Custom Proposals offer excellent opportunities to market your agency and provide effective ways to communicate with your clients. To go along with these great tools, our Classic Assist website contains a wealth of information including flyers, webinars, and customized social media content to share. Come join us and see why Classic Vacations has been an industry leader for over 40 years!

Facilitated by: Chase Yopez-Patterson, New Business Development Specialist, Classic Vacations

Japan National Tourism Organization- Visit Japan Updates

It is no secret that Japan's reputation as a leading travel destination has grown significantly in recent years. In addition to being one of the safest countries in the world, travelers to Japan will find world class service, luxury accommodations, great hospitality, and unforgettable experiences around every corner. This workshop will better equip you with the knowledge to sell Japan and provide you with the latest updates. With the Tokyo 2020 Summer Olympic/Paralympic Games coming up, you won't want to miss this chance to learn more about Japan!

Facilitated by: Yohko Scott, Regional Promotional Director

EDUCATE DISCOVER GATHER EVOLVE

Sunday, June 9, 2019

Sponsor Workshops 2:45pm – 3:15pm continued

Kensington Tours- Custom-Made Privately Guided Travel Experiences

Learn about the Kensington Advantage, who we are, how we are a pioneer in privately guided travel experiences for premium and luxury travelers.

Facilitated by: Michele Keally, Director of Sales USA

Manulife (Canada Only)- Manulife Travel Insurance, Strategic Connections

Are you capturing all the travel insurance sales you can, are you properly protecting your clients? Business as usual no longer fits the bill, come spend an hour with the team at Manulife so that we can help you put a travel insurance strategy in place.

Facilitated by: Shelley Kopy, National Client Manager and Dan Martell, Client Manager, West

Oceania Cruises- Selling to the Affluent Cruiser – Oceania Cruises Insider Tips That Take You Beyond The Brochure

Who's the typical Oceania Cruise guest & what are they searching for in a cruise vacation experience? After attending this webinar you'll understand our target market, what matters most to them and how to sell to this unique audience. Our insider tips will help you grow your "upper premium" cruise business.

We'll unveil our latest OceaniaNext initiatives, including the Re-Inspiration of our R Class fleet, the announcement of Allura Class, our exclusive partnership with Dom Perignon and much more. Learn about the latest TLN exclusive amenities and DV Hosted departures, so you have all the tools to close more sales!

Facilitated by: Tina White, Director of Strategic Accounts

Rocky Mountaineer- All Aboard Amazing

The world-renowned, Rocky Mountaineer train travels by daylight through the wild beauty of Canada's West and is the best way to experience the majestic Canadian Rockies. The workshop will show you why Rocky Mountaineer is the seven-time winner of World's Leading Travel Experience by Train, how to identify the Rocky Mountaineer target audience, what's new for 2020 and best-selling techniques to grow your business.

Facilitated by: Stacy Nicolettos, Business Development Manager, Mid-Atlantic – USA

Regent Seven Seas Cruises- Regent Seven Seas Cruises® – An Unrivaled Experience™

Regent Seven Seas Cruises® brings you a brand-new look and message, while keeping the same luxury all-inclusive experience we all know and love. Regent Seven Seas Cruises unveils their Unrivaled Experience, allowing guests to immerse themselves and fully discover the world, while returning home to the exquisite comfort and care onboard with every luxury included. Please come join in the discussion of this evolution, along with the excitement of the Luxury Perfected SS Splendor to debut in less than a year, to join her sister, the Most Luxurious Ship Ever Built.

Facilitated by: Shemain Grasso, VP, National Accounts & Business Development and Brenna Abels, Director, National Accounts & Business Development

EDUCATE DISCOVER GATHER EVOLVE

Sunday, June 9, 2019

Sponsor Workshops 2:45pm – 3:15pm continued

Tourism Australia- There's Nothing Like Australia

Come and learn why There's nothing like Australia. You'll learn about places where your clients will be able to see kangaroos and koalas in the wild; where they will enjoy delicious food and wine; where they can interact with the world's oldest living culture; and where they can enjoy idyllic islands and beautiful beaches. You'll come away with some fresh ideas on creating exciting itineraries for your clients' epic Australian adventure.

Facilitated by: Glen Davis and Emma Harper

Tourism New Zealand- Journey of New Zealand & a chance to win 2 tickets on Air New Zealand

If you are a New Zealand Specialist but looking to develop and grow your business by expanding your knowledge to the next level then you don't want to miss this awesome opportunity to attend this workshop!!!

We are going to break down some of those barriers that you hear from your clients every day when you suggest they travel to New Zealand just by attending this workshop. Bring along any questions you may have too.

WORKSHOP HIGHLIGHTS:

- Continuing to increase your New Zealand knowledge and pushing the limits to the EDGE
- Learn some helpful selling tips and tricks
- Why should you use local guides?
- What season should you suggest?
- How easy is to travel around New Zealand?
- How do I include premium bucket list experiences in my itinerary?
- You will be elevated to a SILVER Specialist for attending the workshop. If you are a certified Tourism New Zealand Specialist by the workshops at the Travel Leaders Network EDGE Conference: **You will go into the draw to win 2 tickets to New Zealand flying on award winning Air New Zealand.**

Facilitated by: Janelle Grissinger and Air New Zealand's National Account Manager, Hank Marques.

Windstar- 180 Degrees from Ordinary

Come and learn about true small ship cruising from an award-winning cruise line that is truly 180 Degrees from Ordinary. Become more profitable and earn more money by learning who is the right client for our brand while discovering our new itineraries and new destinations. Learn exciting details about Windstar's \$250 million Star Plus initiative.

Facilitated by: Steven Kona Simao, CTC, Vice President of Sales

EDUCATE DISCOVER GATHER EVOLVE

Sunday, June 9, 2019

Sponsor Workshops 3:30pm – 4:00pm

Allianz Global Assistance- Unleash your revenue-growing, loyalty-building superpowers with Allianz Global Assistance

Learn how to crush your sales goals with Allianz Advantages like:

- Proactive, automated SmartBenefitsSM
- An award-winning assistance team
- Our convenient TravelSmartTM App
- AgentMax Online, a best-in-class booking tool

Facilitated by: Karen Burke and Steve Ferry, District Director's

Amadeus- Amadeus NDC - Coming to Selling Platform Connect soon!

Our technology, underpinned by the Amadeus Travel Platform and powered by 100% open systems, gives you access to the content and capabilities you need to deliver better journeys. Please join us to learn how Amadeus has been collaborating with global industry partners, suppliers and buyers and already bringing NDC content to life.

Facilitated by: Jay Richmond, Head of Business Travel Group, North America

AMResorts

Join this session to see what is new at AM Resorts.

Avanti Destinations- Utilizing Avanti's travel agent website

Join this workshop from Avanti Destinations to gain information on how utilizing Avanti's travel agent website can help make you more efficient in your daily work life. From researching different products with pricing, building an itinerary with and without names, applying payment, ordering brochures to name just a few. This provides you the opportunity to 24/7 access for help in trip planning for your client.

Facilitated by: Perry Bender, Sales Director North Central Region

Azamara Club Cruises- Azamazing Opportunity by Land & Sea

If you are serious about growing your business with affluent travelers you will not want to miss this training. **Azamara Club Cruises**® sails to fascinating destinations in Africa, Cuba, Alaska, Australia, South America, Japan, and Europe, including ports throughout the Mediterranean. Every Azamara voyage combines warmth and sophistication with authentic experiences of local life onshore. We call it **Destination ImmersionSM**, a richer-way to explore the cultural wonders of the world. With half of all port visits including a late or overnight stay, Azamara guests enjoy the advantages of night touring, including live music, theater, restaurants and clubs that light up after dark. Plus – learn more about Azamara's newest ship – the Azamara Pursuit – as well as their new land & sea partnerships with Micato Safaris, Cox & Kings and more!

Facilitated by: Nils Lindstad, Associate Vice President of Sales, Lisa Alvarez, Manager of National Accounts and Katie Gerhard, Director of Sales of Eastern US & Canada

EDUCATE DISCOVER GATHER EVOLVE

Sunday, June 9, 2019

Sponsor Workshops 3:30pm – 4:00pm continued

bedsonline | TravelBound- Now's the Time to Bedsonline. Make the most of our unrivalled booking platform!

Finding the right booking engine for your travel agency is not an easy task. While there are many booking platforms that claim they are the best-and-only-source you need for your business, the truth is that it always comes at a price and they don't offer everything you need. But finding the right booking engine for your travel agency is not an impossible task. In fact, you are about to discover that Bedsonline offers everything you need to thrive.

Facilitated by Tommy Ryder, Regional Manager, North America & Amanda Spencer Hill, National Accounts Manager

CIE Tours International- Ireland, Britain & Beyond

CIE Tours International is a premier specialty tour operator with 87 years of experience, offering the highest quality and largest variety of programs to Ireland and Britain. CIE Tours serves Ireland, England, Scotland, Wales, Iceland and Italy with over 50 guided vacations, and the largest collection of independent self or private-driven programs in Ireland. Tour choices include luxury products, small group departures, family tours, and custom private tours. Key to CIE Tours' success has been their all-inclusive policy – guests are never charged for special features considered optional extras with other tour companies.

Facilitated by: Anthony Agostinelli, Business Development Manager, Mid-Atlantic and Liz Scanlon, Director of Field Sales

Classic Vacations- The Classic Difference: New tools and tech, same great service

You've heard of the legendary service offered by Classic, but you may not know about the brand-new tools we have to make booking with Classic easier than ever. Our Custom Group Website and Custom Proposals offer excellent opportunities to market your agency and provide effective ways to communicate with your clients. To go along with these great tools, our Classic Assist website contains a wealth of information including flyers, webinars, and customized social media content to share. Come join us and see why Classic Vacations has been an industry leader for over 40 years!

Facilitated by: Chase Yopez-Patterson, New Business Development Specialist, Classic Vacations

Japan National Tourism Organization- Visit Japan Updates

It is no secret that Japan's reputation as a leading travel destination has grown significantly in recent years. In addition to being one of the safest countries in the world, travelers to Japan will find world class service, luxury accommodations, great hospitality, and unforgettable experiences around every corner. This workshop will better equip you with the knowledge to sell Japan and provide you with the latest updates. With the Tokyo 2020 Summer Olympic/Paralympic Games coming up, you won't want to miss this chance to learn more about Japan!

Facilitated by: Yohko Scott, Regional Promotional Director

Kensington Tours- Custom-Made Privately Guided Travel Experiences

Learn about the Kensington Advantage, who we are, how we are a pioneer in privately guided travel experiences for premium and luxury travelers.

Facilitated by: Michele Keally, Director of Sales USA

EDUCATE DISCOVER GATHER EVOLVE

Sunday, June 9, 2019

Sponsor Workshops 3:30pm – 4:00pm continued

Oceania Cruises- Selling to the Affluent Cruiser – Oceania Cruises Insider Tips That Take You Beyond The Brochure

Who's the typical Oceania Cruise guest & what are they searching for in a cruise vacation experience? After attending this webinar you'll understand our target market, what matters most to them and how to sell to this unique audience. Our insider tips will help you grow your "upper premium" cruise business. We'll unveil our latest OceaniaNext initiatives, including the Re-Inspiration of our R Class fleet, the announcement of Allura Class, our exclusive partnership with Dom Perignon and much more. Learn about the latest TLN exclusive amenities and DV Hosted departures, so you have all the tools to close more sales!

Facilitated by: Tina White, Director of Strategic Accounts

Rocky Mountaineer- All Aboard Amazing

The world-renowned, Rocky Mountaineer train travels by daylight through the wild beauty of Canada's West and is the best way to experience the majestic Canadian Rockies. The workshop will show you why Rocky Mountaineer is the seven-time winner of World's Leading Travel Experience by Train, how to identify the Rocky Mountaineer target audience, what's new for 2020 and best-selling techniques to grow your business.

Facilitated by: Stacy Nicoletto, Business Development Manager, Mid-Atlantic – USA

Regent Seven Seas Cruises - Regent Seven Seas Cruises® – An Unrivaled Experience™

Regent Seven Seas Cruises® brings you a brand-new look and message, while keeping the same luxury all-inclusive experience we all know and love. Regent Seven Seas Cruises unveils their Unrivaled Experience, allowing guests to immerse themselves and fully discover the world, while returning home to the exquisite comfort and care onboard with every luxury included. Please come join in the discussion of this evolution, along with the excitement of the Luxury Perfected SS Splendor to debut in less than a year, to join her sister, the Most Luxurious Ship Ever Built.

Facilitated by: Shemain Grasso, VP, National Accounts & Business Development and Brenna Abels, Director, National Accounts & Business Development

Tourism Australia- There's Nothing Like Australia

Come and learn why There's nothing like Australia. You'll learn about places where your clients will be able to see kangaroos and koalas in the wild; where they will enjoy delicious food and wine; where they can interact with the world's oldest living culture; and where they can enjoy idyllic islands and beautiful beaches. You'll come away with some fresh ideas on creating exciting itineraries for your clients' epic Australian adventure.

Facilitated by: Glen Davis & Emma Harper

EDUCATE DISCOVER GATHER EVOLVE

Sunday, June 9, 2019

Sponsor Workshops 3:30pm – 4:00pm continued

Tourism New Zealand- Journey of New Zealand & a chance to win 2 tickets on Air New Zealand

If you are a New Zealand Specialist but looking to develop and grow your business by expanding your knowledge to the next level then you don't want to miss this awesome opportunity to attend this workshop!!!

We are going to break down some of those barriers that you hear from your clients every day when you suggest they travel to New Zealand just by attending this workshop. Bring along any questions you may have too.

WORKSHOP HIGHLIGHTS:

- Continuing to increase your New Zealand knowledge and pushing the limits to the EDGE
- Learn some helpful selling tips and tricks
- Why should you use local guides?
- What season should you suggest?
- How easy is to travel around New Zealand?
- How do I include premium bucket list experiences in my itinerary?
- You will be elevated to a SILVER Specialist for attending the workshop. If you are a certified Tourism New Zealand Specialist by the workshops at the Travel Leaders Network EDGE Conference: **You will go into the draw to win 2 tickets to New Zealand flying on award winning Air New Zealand.**

Facilitated by: Janelle Grissinger and Air New Zealand's National Account Manager, Hank Marques.

Windstar- 180 Degrees from Ordinary

Come and learn about true small ship cruising from an award-winning cruise line that is truly 180 Degrees from Ordinary. Become more profitable and earn more money by learning who is the right client for our brand while discovering our new itineraries and new destinations. Learn exciting details about Windstar's \$250 million Star Plus initiative.

Facilitated by: Steven Kona Simao, CTC, Vice President of Sales

WestJet Vacations (Canada Only)

Join this session to see what is new at WestJet Vacations.

EDUCATE DISCOVER GATHER EVOLVE

Sunday, June 9, 2019
Niche Networking Rooms
4:30pm – 6:00pm

What is a Niche?

A small but profitable segment of a market suitable for focused attention by a travel advisor via client requests or needs that can develop into a profitable part of a travel business. A niche is created by identifying needs or wants that are not being addressed by competitors, and by offering products that satisfy them along with service, travel experiences and robust passions for the niche.

Please join your fellow Travel Leaders Network colleagues who have an interest in a specific niche to learn from one other on how they promote their niche-trainings that they have completed-ways that they market and grow by their niche into profitable parts of their business

Group Niche Networking Room
Luxury Niche Networking Room
Destination Wedding & Honeymoons Niche Networking Room
Active & Adventure Niche Networking Room
Business Travel Niche Networking Room
I am new and don't have a niche- what do I do? Networking Room
Family Travel Niche Networking Room

EDUCATE DISCOVER GATHER EVOLVE

Monday, June 10, 2019

Sunrise Workshops

7:00am – 7:45am

Jump-start Your Day: Making Every Hour Count

There is an old saying, “Well begun is half done.” Or maybe you like this one better: “The early bird catches the worm.” In either case one thing is for certain, “Time waits for no man or woman.”

Join Mike Marchev and his early morning group of proactive travel advisors as he shares a number of sales and marketing maneuvers designed to get each and every day off on the right foot. Some people dream of success, while other people get up every morning and make it happen. Which group do you fall into?

Presenter Name: Mike Marchev, Personal Sales Trainer

How To Be A Better Public Speaker & Give Amazing Presentations

If you are terrified of public speaking this session is for you! Stuart, an accomplished keynote speaker and entertainer, gives you insight, encouragement and real steps to overcoming fears and improving your presentation skills. Even if you are comfortable in the spotlight he will give you the insiders scoop on becoming a more influential speaker.

Presenter Name: Stuart Cohen, Chief Motivational Officer

Crystal Cruises

Join this session to see what is new at Crystal Cruises.

PONANT- Luxury Meets Experiential

The hot trend in Luxury Travel is Experiential Travel. Come join Theresa Gatta, PONANT’s VP Sales North America and Dale Woods Director of Business Development to learn more on how PONANT is offering up the very best in immersive experiences worldwide and meeting this latest trend in Luxury Travel.

Facilitated by: Theresa Gatta, Vice President of Sales, North America and Dale Woods, Director of Business Development

The Hawaiian Islands

Join this session to see what is new at The Hawaiian Islands!

Monday, June 10, 2019

Workshop Rotation 5 - 10:00am – 11:00am

Mastermind Workshops

Join a workshop in your tier level to advance your vision, enhance your services, excel client offerings and learn best practices.

EDUCATE DISCOVER GATHER EVOLVE

Monday, June 10, 2019

Power Speakers Rotation 1 - 11:15am-12:45pm

How To Grow Your Travel Business By Design: A Practical (21-Step) Business-Building Checklist

Chances are that you are making the task of growing your business more difficult than it has to be. It may sound over simplistic but if you follow a series of steps, while avoiding the pitfalls, the chances for profitable growth are greatly improved.

In this Power Session Mike Marchev will introduce his 21-Step Checklist, which was designed to keep travel advisors disciplined and consistently focused on identifying and acquiring new profitable accounts.

Presenter Name: Mike Marchev, Personal Sales Trainer

Helping you discover your true North

When we discover our true North our mission becomes crystal clear. Our business plan has a distinct focus. Our clients know exactly why they need us. We stop spinning our wheels and start working with purpose and efficiency. We start achieving success and happiness like never before. Stuart will lead you through a journey of assessment and investment. Understand where you are now, where you are truly meant to be, and what you'll need to get there.

Presenter Name: Stuart Cohen, Chief Motivational Officer

Attracting and Retaining Employees in the Competitive Travel Industry

A common lament from travel agency owners and managers throughout the United States and Canada is the difficulty in finding people to fill travel agency job openings. In some areas of these countries, there are "price wars" for service people fueled by the competition for good talent. Not only is it difficult to recruit skilled workers, but also to retain them. This seminar will address both recruiting and retaining skilled travel agents in our competitive industry.

Presenter Names: Charlie and Sherrie Funk, Just Cruisin' Plus

Clever Ways to Close the Sale

Everyone wants to close more sales. But how can you take your closing skills to a higher level? This CLIA seminar will clarify the mindset you need to make closing something you do *for* clients, not *to* them. And it will reveal dozens of closing strategies – some tried and true, others very much "out of the box" – that can make you a genuine close-that-sale expert. Earn 10 CLIA credits

Presenter Name: Stephani McDow, CLIA

EDUCATE DISCOVER GATHER EVOLVE

Monday, June 10, 2019

Power Speakers Rotation 1 - 11:15am-12:45pm continued

Create a Winning Sales Team: Strategies for Organizational Performance

Any sales group has various levels of performers so it's up to managers to provide a clear, measurable, results-driven approach. Join sales expert Owen Van Syckle to understand the elements of Sales Acceleration, a strategic sales framework that moves any sales team individual toward maximum sales success.

Presenter Name: Owen Van Syckle, Sales Acceleration Academy

Female Traveler Safety

Joan Adrian Morgan is a retired Senior Intelligence Service professional having served for 33 years with the CIA. She was posted to eight different permanent duty stations around the world (Peru, Russia, Switzerland, Uruguay, the United Kingdom, Denmark, Mexico and Afghanistan) and has travelled extensively throughout Latin America, Europe and the Middle East. Her last assignment was as Director of the CIA's mid-career training facility. She is also a certified professional coach and personal fitness trainer.

Presenter Name: Joan Adrian Morgan, Retired CIA, NASM, Certified Personal Trainer, IPEC Professional Coach

Monday, June 10, 2019

Power Speakers Rotation 2 - 3:30pm-5:00pm

How To Grow Your Travel Business By Design: A Practical (21-Step) Business-Building Checklist REPEAT

Chances are that you are making the task of growing your business more difficult than it has to be. It may sound over simplistic but if you follow a series of steps, while avoiding the pitfalls, the chances for profitable growth are greatly improved. In this Power Session Mike Marchev will introduce his 21-Step Checklist, which was designed to keep travel advisors disciplined and consistently focused on identifying and acquiring new profitable accounts.

Presenter Name: Mike Marchev, Personal Sales Trainer

Helping you discover your true North REPEAT

When we discover our true North our mission becomes crystal clear. Our business plan has a distinct focus. Our clients know exactly why they need us. We stop spinning our wheels and start working with purpose and efficiency. We start achieving success and happiness like never before. Stuart will lead you through a journey of assessment and investment. Understand where you are now, where you are truly meant to be, and what you'll need to get there.

Presenter Name: Stuart Cohen, Chief Motivational Officer

Attracting and Retaining Employees in the Competitive Travel Industry REPEAT

A common lament from travel agency owners and managers throughout the United States and Canada is the difficulty in finding people to fill travel agency job openings. In some areas of these countries, there are "price wars" for service people fueled by the competition for good talent. Not only is it difficult to recruit skilled workers, but also to retain them. This seminar will address both recruiting and retaining skilled travel agents in our competitive industry.

Presenter Names: Charlie and Sherrie Funk, Just Cruisin' Plus

EDUCATE DISCOVER GATHER EVOLVE

Monday, June 10, 2019

Power Speakers Rotation 2 - 3:30pm-5:00pm continued

Better Listening Skills for Better Business

No business can grow and prosper without repeat business. This CLIA seminar will show you how to generate loyalty among your customers. You'll learn how to uncover hidden client needs, apply quality service and implement the 10 fundamentals to building and maintaining client loyalty. Earn 10 CLIA credits

Presenter Name: Stephani McDow, CLIA

Create a Winning Sales Team: Strategies for Organizational Performance REPEAT

Any sales group has various levels of performers so it's up to managers to provide a clear, measurable, results-driven approach. Join sales expert Owen Van Syckle to understand the elements of Sales Acceleration, a strategic sales framework that moves any sales team individual toward maximum sales success.

Presenter Name: Owen Van Syckle, Sales Acceleration Academy

Five Myths and Revealing Truths about Selling Adventure Travel

The notion of selling adventure travel is appealing to many travel advisors but the subject is often mired in misconceptions about the adventure traveler profile, the suppliers that serve the market and the ability to make money by focusing on the segment. Join Travel Leaders Sr. Director, Martin Young, and a cast of adventure experts as they address the myths and demonstrate the reality in this lively and enlightening interactive session.

Fulfills Active and Adventure Specialist Requirement

Presenter Names: Perry Lungmus & Martin Young

EDUCATE DISCOVER GATHER EVOLVE