

Texas Hotel & Lodging Association's 77th Annual Short Course Conrad Hilton College of Hotel & Restaurant Management, University of Houston 4450 University Drive, Houston, TX 77204 January 8-12, 2024

Conrad N. Hilton College of Global Hospitality Leadership

Monday, January 8, 2024

8:30 am – 9:00 am Conrad Hilton Ballroom Foyer	Continental Breakfast		
9:00 am – 10:00 am Conrad Hilton Ballroom Foyer	Registration		
10:00 am – 10:30 am Conrad Ballroom AB	General Sessions	 Welcome and Introductions 2024 Short Course Chairman & THLA Educational Outreach Director, Debbie Wieland Dennis Reynolds, Dean, Conrad N. Hilton College of Global Hospitality Leadership, Houston TBD, General Manager, Hilton University of Houston, Houston 	
10:30 am – 12:00 pm Conrad Ballroom AB	Gene	 HIRE Education: How to ACE the Course Mel Kleiman, Humetrics, Inc. Houston, TX 	
12:00 pm – 1:00 pm Conrad Ballroom CD	Lunch		
1:15 pm – 2:45 pm Conrad Ballroom AB	General Session	 Managing Different Generations in Workforce Erin Kenyan, Instructional Assistant Professor, University of Houston, Conrad N. Hilton College of Global Hospitality Leadership 	
2:45 pm – 3:00 pm Conrad Ballroom AB		Break	
3:00 pm – 4:30 pm Conrad Ballroom AB	General Session	 ❖ Going Beyond the Brand – Personal Branding for Leaders ➤ Karen McCullough, Karen McCullough & Co., Houston, TX 	

Tuesday, January 9, 2024

8:30 am – 9:00 am			Court of the section	
Conrad Hilton Ballroom Foyer			Continental Breakfast	
9:00 am – 10:30 am Conrad Ballroom AB	General Session	 Are You Listening? Cultural Intelligence and Communication Dustin Maneethai, Associate Professor, Conrad N. Hilton College of Global Hospitality Leadership, Houston, TX 		
		Break		
10:45 am – 12:15 pm	Concurrent Sessions	Housekeeping (Room S125) • Cathy Cheatham, Instructional Assistant Professor & Hotel Manager, Conrad N. Hilton College of Global Hospitality, Houston, TX	Food & Beverage (Room S104) • Garvin O'Neil, General Manager, Menger Hotel, San Antonio, TX	Hotel Law (Room 247) • Scott Joslove, President & CEO, Texas Hotel & Lodging Association, Austin, TX
		Green Group	Blue Group	Yellow Group
12:15 pm – 1:20 pm Conrad Ballroom CD			Lunch	
1:30 pm – 2:00pm				
Conrad Ballroom AB		Team Building		
2:15 pm – 3:45 pm	Concurrent Sessions	Housekeeping (Room S125)	Food & Beverage (Room S104)	Hotel Law (Room 247)
		Yellow Group	Green Group	Blue Group
3:45 pm – 4:00 pm Conrad Ballroom AB			Break	
4:00 pm – 5:30 pm	Concurrent Sessions	Housekeeping (Room S125)	Food & Beverage (Room S104)	Hotel Law (Room 247) Green Group

Wednesday, January 10, 2024

8:30 am – 9:00 am			Continental Breakfast	
Conrad Hilton Ballroom Foyer	Continental Breakfast			
9:00 am – 10:30 am Conrad Ballroom AB	Genera	Revenue Management Steve Cunningham, Houston, TX		
10:30 am – 10:45 am		,	Break	
Conrad Hilton Ballroom Foyer		Б геак		
10:45 am – 12:15 pm	Concurrent Sessions	BEST's Inhospitable to Human Trafficking Training (Room 247) Carolyn McCall-Squires, Texas Hotel & Lodging Association, Austin, TX Christy Spradling, Texas Hotel & Lodging Association, Austin, TX Green Group	Diverse Communication (Room S125) Dustin Maneethai, Associate Professor, Conrad N. Hilton College of Global Hospitality Leadership, Houston, TX Blue Group	Employment Law (Room S104) • Justin Bragiel, General Counsel, Texas Hotel & Lodging Association Austin, TX Yellow Group
12:15 pm – 1:20 pm		Green Group		
Conrad Hilton Ballroom			Lunch	
1:30 pm – 2:00pm Conrad Ballroom AB		Team Building		
2:15 pm – 3:45 pm	Concurrent Sessions	BEST's Inhospitable to Human Trafficking Training (Room 247)	Diverse Communication (Room S125)	Employment Law (Room S104)
2.45 pm 4.00 pm		Yellow Group	Green Group	Blue Group
3:45 pm – 4:00 pm Conrad Hilton Ballroom Foyer		Break		
4:00 pm – 5:30 pm	rent	BEST's Inhospitable to Human Trafficking Training (Room 247)	Diverse Communication (Room S125)	Employment Law (Room S104)
	Concurrent	Blue Group	Yellow Group	Green Group

Thursday, January 11, 2024

8:15 am – 8:45 am Conrad Hilton Ballroom Foyer	Continental Breakfast	
8:45 am – 10:15 am Conrad Ballroom AB	Accounting 101 Agnes DeFranco, Professor & Distinguished Chair, U of H/ Conrad N. Hilton College of Global Hospitality Leadership., Houston, TX	
10:15 am – 10:30 am Conrad Hilton Ballroom Foyer	Break	
10:30 am – 12:00 pm Conrad Ballroom AB	Hotel Industry Emerging Technology Cristian Morosan, Donald H. Hubbs Professor, Conrad N. Hilton College of Global Hospitality Leadership., Houston, TX	
12:00 pm – 1:15 pm Conrad Hilton Ballroom	Lunch	
1:15 pm – 2:45 pm	Elevating Hospitality: Delivering Exceptional Customer Service Rick Galyean, General Manager, Hilton University of Houston Hotel, Conrad N. Hilton College of Global Hospitality Leadership, Houston, TX	
2:45 pm – 3:00 pm Conrad Hilton Ballroom Foyer	Break	
3:00 pm – 4:30 pm Conrad Ballroom AB	Mastering Your Memory Craig Krause, Direct Development Training, Georgetown, TX	

Friday, January 12, 2024

8:30 am – 9:00 am Conrad Hilton Ballroom Foyer	Continental Breakfast	
Conrad Hillon Ballroom Poyer		
9:00 am – 10:30 am	Contract Group Sales Stave Budger Law Office Dalles TV	
Conrad Ballroom AB	Steve Rudner, Rudner Law Office, Dallas, TX	
10:40am – 11:40 am	Final Test	
Conrad Ballroom AB	riidi lest	
12:00 pm – 2:00 pm	Graduation Lunch	
Waldorf Astoria	Graduation Lunch	