





NACS Show Workshops

	Track Title <i>Track Leader</i>	Senior Leadership <i>Richard Oneslager</i>	Marketing/Category Management <i>Ieva Grimm</i>	Operations <i>Nichole Torsey</i>	Petroleum <i>Jeff Miller</i>	Foodservice <i>Greg Parker</i>	Technology <i>Lesley Saitta</i>	Professional Development <i>Jay Ricker</i>	International <i>Int'l Committee</i>	Suppliers <i>Brad Heetland</i>	Small Operators <i>Dave Carpenter</i>			
TUESDAY OCTOBER 20	2:00 pm – 3:15 pm	Succession Planning: Beyond the Family Tree N257	The New Product Pipeline: Differentiation or Duplication N262/N264	Finders Keepers: Using High Unemployment to Your Advantage N261	Mastering the Strategic Concepts in Physical Fuel Purchases N252/N254	Foodservice Fundamentals: Recipes for Success N258/N260	Power and Profits Through PCATS N259	How to Talk Your Way to the Front Page N256	The Future of Global Fuels: Shifting Supply and Demand Patterns N241	Convenience Retail: Key Future Trends for Suppliers N255	Food Safety Training Certificate Program (1:00 pm – 5:00 pm) N263	Financial Management (12:00 pm – 3:00 pm) N263C		
	3:45 pm – 5:00 pm	Industry Economic Performance: A+ or D-? N257	How Many Is Too Many? Making Your Product Selection Work for You N262/N264	Front Line to Bottom Line: Why Improving One Increases the Other N261	What Is Hedging? Explain It to Me Simply! N252/N254	A 24 Hour Buzz: Effective Beverage Marketing N258/N260	Improving Your Profitability with Green Technologies N259	Leadership: Credibility Is the Cornerstone N255	Convenience Retail: A Global Overview N241		Quality Employees (3:00 pm – 5:00 pm) N263C			
	6:00 pm – 7:30 pm	Welcome Reception												
WEDNESDAY OCTOBER 21	8:00 am – 9:00 am	Cash Cows, Stars, Dogs, and Question Marks: What's in Your Matrix? N261	Inside Washington: Fighting Credit Card Interchange Fees NACSPAC	It's Not What They Say, But What They Do: Shopper Behavior in Challenging Times N252/N254	NACS HR Forum Fall: Redefining the Role of HR in a World of Musical Chairs N256	Oil By the Numbers N262/N264	Expanding Your Foodservice Program N259	A Path to Enlightenment: The Direct Root to Data Security and PCI Compliance N253	How to Cope with Your Life Digitally N257	Now Serving Greatness: Customer Service Research Around the Globe N241	Selling to Small Operators: Why the Silent Treatment Isn't Helping You N255	Alcohol Management Certification (7:30 am – 10:30 am) N263	Operational Efficiencies (7:30 am – 10:30 am) N263C	
	9:15 am – 10:15 am	Find Me the Money N261	Fast Forward, Change: Embracing New Ideas in Convenience Retail N257	Please, Come In! Finding and Getting the Attention of New Customers N252/N254	It IS Easy Being Green N255	Creating a Culture of Risk Avoidance N256	Inside Washington: Legislation, Regulation and Angst in Petro Retailing N262/N264	Crème de la Crème: Having the Best Foodservice Workforce N259	Inside Washington: Congressional Agenda for Foodservice Regulations NACSPAC	The Law and Data Security: Legal Developments Protecting Consumer Data N258	Supervisors at Their Best: Lessons Learned from the NACS Leadership Challenge Class of 2009 N253	Global Design Store Innovations N241	The Changing Economy: A Supplier's Guide to Survival in the C-Store Industry N260	
	10:30 am – 12:00 pm	Opening General Session Featuring Roger Dow												
	12:00 pm – 5:30 pm	Expo												
THURSDAY OCTOBER 22	8:00 am – 9:00 am	Outside the Boardroom: Benefits of Advisory Groups N257	Inside Washington: Industry Update NACSPAC	Price Check: How Can You Deliver More Consumer Value During Tough Times N258/N260	Weaving in the Web: Using Electronic Media to Connect with Your Customers N253	Inside Washington: U.S. Labor Law Update N256	What Do Consumers Think—Or Know—About Gas Prices? N255	Dashboard Dining: Grow Your Grab-and-Go N262/N264	The Economics of Loyalty Technology: Can You Afford It? N252/N254	How May We Help You? Customer Service in Action N259	Global Achievement Award Competition (8:00 am – 11:00 am) N241		Successful Foodservice (7:30 am – 10:30 am) N263C	
	9:30 am – 10:45 am	A Tale of Two Retailers General Session												
	11:00 am – 11:45 am	Ideas 2 Go General Session												
	12:00 pm – 5:30 pm	Expo												
FRIDAY OCTOBER 23	8:00 am – 9:00 am	C-Store Acquisitions: Getting Deals Done in Today's Environment N253	Tobacco Retailing in the U.S.: Where It's Headed and What It Means to Your Business N252/N254	So Clean You Could Eat Off It... Or In It N262/N264	Inside Washington: Examining Healthcare Reform N261	Fuel as Your Number 1 Category: Making the Most of Your Gasoline Offer N258/N260	Inside Washington: Filling Up on Fuel Issues NACSPAC	Mixing in Technology to Improve Your Foodservice Offering N256	The Mobile Advantage N259	Table Talk: Small Operator Technology Solutions N257	Solving Stress N255	International Green Best Practices: What Should Retailers Do and How Does It Make Economic Sense? N241		Like what you heard in a workshop? Tweet about it!  Follow us @NACSONline hashtag = #NACSShow
	9:00 am – 10:00 am	Closing General Session Featuring President Bill Clinton												
	10:00 am – 3:00 pm	Expo *New Time												