

	Track Title Track Leader	Executive Leadership Jim Fiene	Foodservice Jim Bressi	Fuels (Powered by OPIS) Robert Gough	Global Perspectives Roy Strasburger	Human Capital Becky Smith	Independent Operators Scott Zaremba	Marketing/Category Management John Zikias	Operations Larry Jackson Jr.	Supplier Wendy Redmond	Technology Jenny Bullard	Operator Training (Registration Required)			
SATURDAY OCTOBER 1	1:30 pm - 2:30 pm	Building the Best Financial Strategy W192b	Spreading Your Word Your Way W195	Food on the Move: Thinking Outside Your Walls W196c	Inside Washington: Filling up on Fuel Issues W194	What's In a Name? The Value of Brand Identity W196a	Know Your Space and Grow Sales* W196b	HR From the Ground Up W192a	Know Your Space and Grow Sales* W196b	Blowing Through the Smoke: What's Up With Tobacco? W190a	Is There an App for That? W190b	What's New With ADA? W193	Inside Washington: Deep Dive Into Card Free Reform W192c	(12:00 pm - 2:00 pm) Coaching Employees to Suggestively Sell S101b	
	2:45 pm - 3:45 pm	Buy or Sell: Real Estate Market Realities W190b	Evolving Your Foodservice Program W196c	Servicing The Electronic Vehicle Customer W196a	The ABCs of Hedging W194	Bright Ideas From Around the World* W195	Global Foodservice: Blending Design and Function* W196c	Keeping Your Company One Step Ahead with HR Regulations W192a	Showing Me the Money: Financing Your Next Project W193	Data Rich, Knowledge Poor: Turning Data Into Dollars W190a	Driving Sales & Higher Profits: Optimizing Assortment in Center of Store W190b	Bright Ideas From Around the World* W195	Creating a Culture of Performance NOT Endurance W196b	Managing Your Inventory: Retail to Item Level W192c	(2:15 pm - 5:00 pm) Developing New Employee Training Programs S101b
	4:00 pm - 5:00 pm	Developing Healthy Business Families W192b	Empowering Your Closest Allies W196a	Global Foodservice: Blending Design and Function* W196c	More Than Just Cheap Gas: A Look At Hypermarkets W194	Bright Ideas From Around the World* W195	Global Foodservice: Blending Design and Function* W196c	Keeping Your Company One Step Ahead with HR Regulations W192a	Showing Me the Money: Financing Your Next Project W193	Data Rich, Knowledge Poor: Turning Data Into Dollars W190a	Driving Sales & Higher Profits: Optimizing Assortment in Center of Store W190b	Bright Ideas From Around the World* W195	Balancing Act: Combining Best Practices With Loss Prevention W196b	Toss the Scissors; Coupons Have Gone Mobile W192c	
	6:00 pm - 7:30 pm	Welcome Reception at The Field Museum													
SUNDAY OCTOBER 2	8:45 am - 9:45 am	Inside Washington: Executive Legislative Briefing W192b	Growing as a Leader: Finding Your Personal Leadership Style W192a	Foodservice From the Top W196c	Fueling Customer Loyalty W194	Amazing Workplaces: Employer Best Practices* W196b	Key Shopper Trends for 2012* W190a	Amazing Workplaces: Employer Best Practices* W196b	Things I Didn't Know I Didn't Know W193	Key Shopper Trends for 2012* W190a	Convenience Store Decisions' Extreme Marketing Makeover W195	Taking Up the Leadership Challenge W190b	The Forgotten Two-Thirds: The Importance Of Reaching Independent Operators W196a	NACStech 2011: What You Missed W192c	(7:30 am - 10:00 am) Preventing & Handling Customer Complaints S101b
	10:00 am - 11:15 am	Opening General Session featuring Bert Jacobs of Life is good in the West Building, Level 3 Ballroom													
	11:30 am - 5:30 pm	Expo													
MONDAY OCTOBER 3	8:00 am - 9:00 am	Scaling Your Infrastructure W192a	Shopper Forward: Influencing Shopper Behavior to Grow Sales W196b	What's Hot in Coffee W196c	The Future of Fuels W195	The Future of Fuels* W195	Design Innovations From Around the World W192b	Superstars at the Store Level W190b	Clean Up Your Act: Stay Environmentally Compliant W193	Generating the Most Loyalty & Profits from Your Digital Marketing Efforts W190a	Pouring in Profits Through Craft Beer W194	Design Innovations From Around the World* W192b	Go Team: Creating Positive Relationships With Retailers to Sell More Products W196a	Mobile Payments: Which Technology Will Come Out on Top? W192c	(7:30 am - 10:30 am) Financial Management S101b
	9:15 am - 10:15 am	A Tale of Two Retailers General Session in the West Building, Level 3 Ballroom													
	10:30 am - 11:15 am	Ideas 2 Go General Session in the West Building, Level 3 Ballroom													
	11:30 am - 5:30 pm	Expo													
TUESDAY OCTOBER 4	8:00 am - 9:00 am	General Session featuring Tom Brokaw in the West Building, Level 3 Ballroom													
	9:00 am - 1:30 pm	Expo													

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*Traduao/Traduzidas: Translation service offered for select workshops (Portuguese and Spanish)
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