



continue and Monday, March 6th beginning at 10:00 am where he'll present "Service Excellence for Lifetime Loyalty – How to Handle Today's Demanding Customer."

This target audience is Owners, Managers, Supervisors and Front of the line employees. In today's review driven, word-of-mouth marketing travel world, learn how you can win over customers through 5 proven steps to give your business the service edge. We will examine the process of creating a winning service culture while learning how to turn dissatisfied customers into some of your most loyal advocates and in turn, helping your reviews.

Sunday, March 5th, 3:30 pm and Monday, March 6th, 2:30 pm

From Boss to Coach: Turning Great Managers into Great Coaches Presented by Leslie Sheldon & Phil Monetti of The Integrity Team

Success in management isn't

based solely on following a set of mechanical, process-driven rules. It begins within the head and heart of the person. This session focuses on shifting managers' coaching mindset from that of a "mistake catcher" and "problem solver" to a coaching leader capable of instilling confidence, a sense of ownership, and fully realized potential in the people they manage. In this seminar attendees will learn a practical roadmap for building a coaching culture that unleashes inner potential and drives results from people of all ages and experiences. Attendees will leave with the recognition that effective coaching is a developmental process that equips managers with knowledge, skills, attitudes and beliefs to improve performance and develop people of all ages and backgrounds to their highest potential. We will discuss the "Law of Limited Performance" and how to overcome its negative

consequences. We will explore the reasons why some managers are reluctant to coach, but share a simple, practical roadmap for building a coaching culture that unleashes inner potential and drives results from people of all ages and experiences.

Sunday, March 5th, 1:00 pm

Monetizing WiFi Presented by AdTran

Wi-Fi is now the preferred method of access to the network. More and more applications are moving to the cloud. Consumers are demanding always on anywhere wireless internet access and they are expecting it for free. This possesses a significant challenge for owners who were not that long ago, able to charge for Wi-Fi internet access in public venues and share in the revenue. Particularly for the owner, what was once a source of revenue has now become a cost. So what are

the options for monetizing Wi-Fi without a direct exchange of money?

Sunday, March 5th, 2:30pm

Tracking Security Personnel in Real Time and Reporting Presented by Delmarva Two-Way Radio

PD41X Patrol System is a guard tour solution to provide real-time tracking management. It's composed of a Patrol Radio, Receiving Station, Patrol Checkpoint and Patrol Software. It allows an operator to monitor the real-time tour guard because the patrol data is sent to the receiving station connected to PC (Patrol Software w/Location Mapping). Learn about this latest technology so you can better manage your property!

Monday, March 6th, 12:00 pm

How to Avoid Employment Wage Violations

Join the MD DLLR as they

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