

2017 DFA National Meeting Agenda

Sunday October 8:

- 12:00 - 2:00 DFA Board Meeting
4:30 - 7:30 Registration Open
5:30 - 7:30 Welcome Reception – St Croix Rooms



Monday October 9:

- 8:00 - 10 a.m. Registration Open

General Session - Grand Ballroom

- 9:30 a.m. Welcome - Jim Gerety
- 9:35 a.m. DPLLC State of the Union - Patrick Doyle
- 10:35 a.m. Jostle Communication Tool - Brent Medders
- 11:00 a.m. Legal Update - Hagood Tighe
- 12:00 p.m. Buffet Lunch & Vendor Show (2 hours)
- 2:00 p.m. 10 Minute Transfer
- 2:10 p.m. Breakout Session 1
- (1) Ask the Lawyer -Hagood Tighe
 - (2) Exceptional Communication - Jostle
 - (3) TBD
- 3:00 p.m. 10 Minute Transfer
- 3:10 p.m. Breakout Session 2
- (1) Ask the Lawyer -Hagood Tighe
 - (2) Maximizing Profits with rising costs - Led by Mike Brown
 - (3) TBD
- 4:00 p.m. 10 Minute Transfer
- 4:10 p.m. Breakout Session 3
- (1) Exceptional Communication - Jostle
 - (2) Maximizing Profits with rising costs - Led by Mike Brown
 - (3) Adjusting to the new Normal - Robert Gavitt
 - (4) XLT
- 5:00 p.m. Day 1 Meeting Concludes
- 6:30 p.m. Poolside Celebration Dinner & Party (2.5 hours)**

Tuesday October 10:

8:00 - 10:00 a.m. Registration Open

General Session - Grand Ballroom

- 9:00 a.m. DFA Update - Ken Peebles
- 9:15 a.m. Franchisee Spotlight - Allan Erwin
- 9:45 a.m. Millennial Work Force - Scott Stratten
- 10:45 a.m. 15 Minute Break
- 11:00 a.m. Safety and Security - Reece Arroyave
- 11:20 a.m. Franchisee Awards (DFA All Stars)
- 11:40 a.m. Closing Remarks - DFA Board of Directors
- 11:50 a.m. Buffet Lunch & Vendor Show
- 1:50 p.m. 10 Minute Transfer
- 2:00 p.m. New 2018 OER - Ray Wageman
- 2:30 p.m. **Operations Management Workshop** - Dominic Benvenuti
- STAFFING - Recruiting, Motivating & Retaining
 - Weekly Requirements for Supervisors/DMs
 - Best Tracking tools for Leadership to use
 - Priority Scheduling
 - Communication tools for Stores & TMs
 - What are the Go To Critical reports for success
 - Best way to handle Training & Structures being used
 - What Technology is making you Better, Stronger, Faster
 - Cost Control especially F&L Best Practices
 - OERs Best Practices
 - Time to Share any Best Practices
 - How do we handle the Burn out Rate of our Team Members
 - How to minimize exposure from Accidents
 - Real World Effectiveness of HPYou
- 2:30 p.m. Franchisee Only Session
- 4:00 p.m. Franchisee Only Session ends
- 4:15 p.m. Director of Operations presentations (Franchisees welcome to attend)
- 5:00 p.m. Day 2 Meeting Concludes