Keynote Sessions

Leading a Five-Star Service Team

Five-star leaders are unapologetically devoted to excellence and refuse to accept or celebrate mediocre performance from their team. This interactive keynote session will review the leadership skills and competencies needed to lead a five-star caliber team. Special emphasis will be placed on proven techniques and processes used by highly effective leaders worldwide.

Learning Topics:
- How to build a team of highly engaged employees
- 11 Non-negotiables of five-star leaders
- Becoming a leader that others want to follow
- Communicating the purpose of each role

The Power of Preferences

A commonality among luxury properties is the superior ability to provide hyper-personalized experiences to their guests. Specifically developed for ResortSuite users, this interactive keynote session will teach you the power that lies within capturing guest preferences.

Learning Topics:
- How to be intentional and deliberate about knowing your guest
- Real-life “WOW” guest moments generated with the help of ResortSuite
- The steps to make guests feel that they matter at every point of their stay
General Sessions

ResortSuite 7.0
Stay informed with the latest version of ResortSuite – ResortSuite 7.0! With the tech upgrade ongoing across all ResortSuite properties, this session will dig deeper into taking advantage of the benefits of new features and preparing your team for enhancements.

Product Roadmap and the Future of Guest Experience
Where is the industry headed? What type of technology should you have to prepare for future guest experience demands? Share your forecast of what's upcoming and learn which best practices you should start deploying within your property to future-proof your hospitality business.

Advanced SPA Revenue Management
Revenue management has become a core business practice across many facets of hospitality including hotels, airlines and car rentals. Learn how to take advantage of some of these powerful techniques in your spa and activity operations to dramatically improve your top and bottom-line results—and possibly serve your guests better in the process.

Advanced Group Management
Generating group business is a sure-fire way to increase sales. The challenge is delivering a personalized guest experience to every member of a group and still providing a cohesive group experience. Explore advanced functionality and tips & tricks related to booking and tracking the group experience, as well as increasing engagement and loyalty.

Developing your Business through Events & Activities
Does your spa offer fitness classes? Does your restaurant offer cooking lessons with a celebrity chef? In this session, learn how to manage events and activities within ResortSuite, how to make them available for guests to book online, and how to market these to your database of guests or members.

Marketing with ResortSuite CONNECT and Beyond
Get a deeper understanding and maximize the features of ResortSuite CONNECT and the Marketing Campaign Wizard! Go beyond just sending emails and confirmations by discovering the latest digital marketing strategies and web analytics for luxury resorts and spas in this exclusive training session.
WEB 3.0 and Google Analytics

For travel consumers, online reservations has gone beyond an additional booking option to an absolute expectation. Learn how properties are now using ResortSuite to engage their guest to book their entire experience—not just a room. This session will teach you how to utilize data from your online booking engine and Google Analytics and translate it to setting rules within ResortSuite that can help maximize revenue across your property.

ResortSuite Mobile 2.0

Learn more about the new and improved ResortSuite MOBILE 2.0. With an increasing demand for travelers to have all the information they need within their mobile device, discover the different ways you can showcase what your property has to offer and engage the guest to easily, real-time book/spend more to enhance their stay experience.

ResDiary

ResortSuite is proud to announce its integration with ResDiary, one of the world's leading providers of online dining reservation platforms. Learn more about the partnership that will take your dining reservations to the next level that has been seamlessly integrated into the online and central reservations booking flow with market-leading table and inventory management tools to help you maximize your covers and achieve optimal revenue.

Security Session

Learn more about the security functions of ResortSuite, as well as the security functions within your Shift4 interface. Even with the strictest adherence to PCI compliance, the hospitality industry is at significant risk to breach as frail interfaces between fragmented systems are highly prone to credit card fraud. Discover new methods and upcoming rules for truly mitigating this risk.
Breakout Sessions

ResortSuite PMS

Whether you’re new to ResortSuite PMS or have used it for years, attend our PMS-focused breakout session designed to help you get to the next level of expertise with your PMS module. Learn best practices for:

▪ Group bookings, working with new and standing reservations
▪ Rate card management and creating packages
▪ Front office management
▪ And many more!

ResortSuite F&B

This dining-focused session is designed to help you reach the next level of expertise with your F&B module. Learn best practices for:

▪ Personalized dining service techniques through utilizing guest profiles in ResortSuite
▪ Inventory management, managing gratuities, discounts, tax exemptions
▪ Utilizing the newest developments within ResortSuite F&B
▪ And many more!

ResortSuite GOLF

This golf-focused breakout session is designed to help you get to the next level of expertise with your golf module. Learn best practices for:

▪ Tracking resources, course availability and staff schedules
▪ Deepening golfer relationships through mastering their player profile and history
▪ Utilizing the Golf Starter App to track player status and record start times on the course
▪ And many more!

HTNG Integrations

Designed for properties that use other major Property Management Systems such as Opera, LMS, Infor, Galaxy etc., this session will guide you on how to fully utilize the HTNG and HTNG Single Guest Itinerary interfaces in personalizing your guest experiences and making each guest’s stay seamless.
ResortSuite CATERING

This catering-focused session is designed to help you get to the next level of expertise with your CATERING module. Learn best practices for:

▪ Organizing details for a small event or a large-scale multi-event booking using ResortSuite CATERING
▪ Personalizing guest experiences for every single member of a large group booking
▪ And many more!

ResortSuite CLUB

This membership-focused session is designed to help you get to the next level of expertise with your CLUB module. Learn best practices for:

▪ Enhancing member relationships through developed targeted programs and promotions within ResortSuite CLUB
▪ Minimizing staff administration time and maximizing staff contact with members
▪ Analyzing club performance using built-in reporting tools within ResortSuite CLUB
▪ And many more!

Networking and Personalized Consultation

Welcome Cocktail Reception

ResortSuite is excited to announce that this year’s welcome cocktail reception will be held at the world-renowned Hockey Hall of Fame. Connect with like-minded hospitality leaders while admiring an outstanding combination of treasured artifacts, multi-media exhibits, a showcase for hockey’s Honoured Members and, of course, the Stanley Cup. All attendees will receive free admission to the museum on their leisure time for the remainder of the week.

Ask the Expert

Book personal consultation sessions with our team of ResortSuite experts!

This is your exclusive opportunity to meet with a ResortSuite expert face-to-face. Drill down on specific areas that can help with enhancing your user experience and exploring functions that can help your business.

For more information about the User Conference, please contact:

Claudine Ting
Sales and Marketing Coordinator
416 259 0715 ext. 2044
claudinet@resortsuite.com

Sydney Pope
Sales and Marketing Manager
416 259 0715 ext. 2008
sydneyp@resortsuite.com