

Conference Program

Session Title	Description	Product	Role
Tuesday, April 8, 2008		9:15 am - 10:15 am	
Boldly Going... System Setup	This session will take you to places you have probably never been and show you the possibilities, but remember, just because you can, should you? Defaults, keywords, mandatory fields, preferences... where do you find them and what do they mean?	Daylight	NSA
Tips and Tricks with Items	Do you create custom menus? Is every customer wanting something different and unique? How do you work with items in this ever-changing fast paced business? This session will show you how.	Daylight	Catering
Distribute BEOs in Two Languages	How many mistakes could you avoid if your BEOs were distributed in two languages? It is much easier than you think, and would not require any additional work as a Catering Manager. Effectively communicate with operations and the local market in dual languages with multi-language BEOs.	Delphi	Catering
Effective Prospecting	It all comes down to how effective you are in finding prospective clients, and your ability to close the deal. Using tools like eProposal, Meeting Profiles, or the Internet to prospect will increase your sales pipeline - the first step to making more sales.	Delphi	Sales
Updating your Skills to Delphi 9.5.2	With each new release of Delphi, new technologies are introduced. Understanding what these new technologies are and how to work in them is key to your success. This session will contract Delphi 9.4x to Delphi 9.5x.	Delphi	IT
Formulas and Calculations in Market Vision	Market Vision can do more than you may think. This advanced-level Market Vision session will delve into creating formulas and calculations in your reports.	Market Vision	NSA
Tuesday, April 8, 2008		10:30 am - 11:30 am	
Implementing the Ultimate Resume	Interested in a resume that gets the information to the customers, both external and internal, in a useful and efficient manner? Just knowing the capabilities will open your eyes to what is possible.	Daylight	Catering
Updating your Property Information	How do I update the names of my guest rooms? Can I set up suites? Comps don't seem to calculate the way I want? How do I fix goals and budgeted rates that are out of date? This session will answer these questions and many others.	Daylight	Sales
Market Vision for the Catering Department	Is your F&B staff always asking you for Cover Count reports or how many times you have sold each menu? Stop digging through all your files. We will show you how to quickly create these reports in Market Vision so you can run them at a moments notice.	Market Vision	Catering NSA
Leads, Leads, and More Leads	Receiving and responding to leads is the name of the game. Having the proper strategy for managing leads is the key to your success. Whether they are coming from the CVB, NSO, or your sister property, organizing your response methods results in more definite business.	Delphi	Sales
Microsoft SQL Server 2005 Review	SQL Server is a key component of the Delphi environment. This session will review SQL Server concepts, upgrade paths, and new technologies.	Delphi	IT

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The "Green" Sales and Catering Office	Going green is a commitment to both the environment and to change. By introducing some simple strategies in sales and catering you can save money and the environment, as well as attract the green consumer.	Delphi	Catering NSA Sales
Tuesday, April 8, 2008		2:00 pm - 3:00 pm	
The "Green" Hotel - Streamlining Your Business Process	Going green is a commitment to both the environment and to change. By introducing some simple strategies in sales and catering you can save money and the environment, while attracting the green consumer.	Daylight	Catering NSA Sales
Merge Document Magic	Have you ever wondered how your trainer was able to create those documents that seemed to perform magic? Shhh! We are going to take you behind the curtain and show you some of these tricks.	Daylight	NSA
Spring Clean the Delphi Values	How many of your drop-down lists in Delphi contain sales managers that are gone, incentives that are past, or old corporate standards? You can't just change these things in Setup, but you can change them using the Global Utility.	Delphi	NSA
Selling Effectively using the Dashboards	Filling the house depends on an effective sales team. Using the Sales Home dashboards and Business Alerts will keep the sales team engaged and aware of the sales process. Learn how to effectively use My Groups In House to make all your groups repeat guests.	Delphi	Sales
Our Hero... Super Queries!	It's a bird, it's a plane, it's a SUPER QUERY!! Do you want your Market Vision report results to show Definites, Tentatives, and then Prospects but can't figure out how to force the sort order? You need a super query! You'll learn how to do this as well as other advanced Market Vision tricks.	Market Vision	NSA
Tuesday, April 8, 2008		3:15 pm - 4:15 pm	
Grid Reports for Catering	Do you want better data for the Chef and Banquets to use when creating schedules? Are you getting ready to update your menus and you want to know what is selling best? How can you get the managers to check their forecasting? This session takes you through those answers and more.	Daylight	Catering
Empowered with Admin Utilities	Things only customer support was allowed to do are at your fingertips. Being able to manage your data through the use of the Admin Utilities empowers you to be in control.	Daylight	NSA
Using Delphi Performance Reports	Understanding and using Delphi's performance reports is critical to making solid decisions. This session will introduce the "what, when, and why" of many performance reports in Delphi.	Delphi	Sales
MeetingBroker Administration	Lead coordinators can take the day off if MeetingBroker assignment and escalation rules are configured appropriately. Learn how to utilize the administrative features of MeetingBroker to allow your staff more time to respond to leads instead of passing them around to each other.	MeetingBroker	NSA
Microsoft Windows Vista and Delphi	Delphi and Vista are a winning combination! Learn about the newest Windows operating system and the issues you should consider when deploying Delphi on this exciting platform.	Delphi	IT

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Tuesday, April 8, 2008		4:30 pm - 5:30 pm	
Taking Catering Forecasting to a New Level	Covers... Projected Food and Beverage revenue... You know these, but how do you add in a "fudge" factor? How do you play the "what if" game with your forecast? This session will give you some ideas for getting a better grasp on catering forecasting.	Daylight	Catering
Maintaining your Interfaces	Do you have interfaces? This session takes you through how to keep them working effectively and efficiently for you and your property.	Daylight	NSA
Distribute BEOs in Two Languages	How many mistakes could you avoid if your BEOs were distributed in two languages? It is much easier than you think, and would not require any additional work as a Catering Manager. Effectively communicate with operations and the local market in dual languages with multi-language BEOs.	Delphi	Catering
Transient Business in Delphi	Gaining a full view of the value of your business includes measuring the transient business. Using Delphi to manage this only makes sense. Learn the proven techniques from a transient expert.	Delphi	Sales
Troubleshooting Common Issues in Delphi 9.5	This lesson presents many common customer issues and explains how you can address them yourself.	Delphi	IT
Fancy Report Formatting in Market Vision	No matter how good the information is in a report, if the format is bad the report loses value. This intermediate-level Market Vision session will teach you the top tricks to fancy report formatting.	Market Vision	NSA Sales
Wednesday, April 9, 2008		9:15 am - 10:15 am	
Implementing the Ultimate Resume	Interested in a resume that gets the information to the customers, both external and internal, in a useful and efficient manner? Just knowing the capabilities will open your eyes to what is possible.	Daylight	Catering
Understanding Your Security Options	It is time to take the mystery out of security. You should understand what security opinions are available and how to utilize them. Ready, set, security.	Daylight	NSA
Database Management 101	Managing the quality of the data in Delphi will enhance your reporting and your ability to sell. This is the first of two sessions that teach proper database management.	Delphi	NSA
Reporting from MeetingBroker	With all the information in MeetingBroker, it would be nice to have some of that in your monthly reports. In this session you will discover how to better report on MeetingBroker data.	MeetingBroker	NSA Sales
Using Crystal XI with Data Views	Say good bye to dictionaries and hello to Data Views. By utilizing Crystal XI with the new industry report standard Data Views, you will discover limitless reporting possibilities. This session teaches you how to use Crystal XI with Data Views in your custom reports.	Delphi	IT NSA
Wednesday, April 9, 2008		10:30 am - 11:30 am	
Putting the Ultimate Resume to Use	So you've decided to create a fully functional resume. What is the next step? This session adds upon the introduction to the ultimate resume session and will take you through what needs to happen next.	Daylight	Catering

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Updating your Facility F&B Information	Are you adding new event types, which means new forecast values? Is your tax rate changing? Have you added to your function space? This session covers how to manage your facility's catering information.	Daylight	Catering
Advanced Database Management Techniques	This is the second of two sessions on database management. You will leave this session with a daily/weekly/monthly task list to ensure a healthy database that produces accurate reports and flawless marketing campaigns.	Delphi	NSA
Seamless Diagrams Integration	Catering Managers never have enough time in the day. By properly integrating Delphi with Diagrams, you are making a 25th hour each day. Learn techniques to take full advantage of this integration.	Diagrams	Catering
I-Server 2.0 and the Connex Solution	Learn about how Delphi communicates with the outside world using the heart of the Connex solution: I-Server.	I-Server	IT
Wednesday, April 9, 2008		2:00 pm - 3:00 pm	
Boldly Going... System Setup	This session will take you to places you have probably never been and show you the possibilities, but remember, just because you can, should you? Defaults, keywords, mandatory fields, preferences... where do you find them and what do they mean?	Daylight	NSA
Tips and Tricks with Items	Do you create custom menus? Is every customer wanting something different and unique? How do you work with items in this ever changing fast paced business? This session will show you how.	Daylight	Catering
Forecasting with Delphi	Forecasting with Delphi has never been easier. Knowing which report to use and implementing the forecast line in Delphi will help you forecast more effectively.	Delphi	Sales
Working with Packages	Trying to sell CMP, DMP, MMP in Delphi? We'll show you the secret to setting up and using packages to produce accurate F&B reports.	Delphi	Catering
Write Your Own Performance Reports	How many times have you been asked to create reports based on Delphi performance data? This advanced reporting session will reveal how to do just that with Crystal XI and Data Views.	Delphi	IT NSA
Wednesday, April 9, 2008		3:15 pm - 4:15 pm	
Taking Sales Forecasting to a New Level	Okay, so you have mastered the pace and understand blocked versus agreed. Now you want to see what additional rooms and revenue will materialize between a certain date set. It's not hard to do, but you need to know how.	Daylight	Sales
Spicing up your Key Documents	Still not sure about Key Documents? Are you using them but they are not meeting all of your needs? Then BAM! Spice them up a bit. This course is just the recipe for success that you need.	Daylight	NSA
Leads, Leads, and More Leads	Receiving and responding to leads is the name of the game. Having the proper strategy for managing leads is the key to your success. Whether they are coming from the CVB, NSO, or your sister property, organizing your response methods results in more definite business.	Delphi	Sales

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Advanced Diagrams Techniques	So you know how to create diagrams... but do you know how to add custom tools and what this will do for you? Make Diagrams easier for the end user by customizing it to be specific to your property and your customer needs.	Diagrams	Catering
Maintaining Your Delphi System	This session will review many recommendations for tasks you should be doing daily, weekly, monthly and yearly to keep your Delphi system performing well, updated, and available to your users as much as possible.	Delphi	IT
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Merge Document Magic	Have you ever wondered how your trainer was able to create those documents that seemed to perform magic? Shhh! We are going to take you behind the curtain and show you some of these tricks.	Daylight	NSA
How to Do Month End	What do you mean it takes you days to do month end? Learn some proven practices that will cut this necessary task down to just a couple of hours.	Delphi	NSA
Effective Prospecting	It all comes down to how effective you are in finding prospective clients, and your ability to close the deal. Using tools like eProposal, Meeting Profiles, or the Internet to prospect will increase your sales pipeline - the first step to making more sales.	Delphi	Sales
Installing and Upgrading Daylight	This session will teach you many of the steps and procedures you need to become self-sufficient when installing or upgrading your Daylight environment.	Daylight	IT
The "Green" Sales and Catering Office	Going green is a commitment to both the environment and to change. By introducing some simple strategies in sales and catering you can save money and the environment, as well as attract the green consumer.	Delphi	Catering NSA Sales
Sessions offered are presented at an intermediate level unless otherwise noted in the session description.			
* Please note that all sessions are subject to change without notice.*			