



THE *NEW* LEADER OF MANAGERS

KOVENS CONFERENCE CENTER, NORTH MIAMI, FL
JANUARY 16-20, 2023

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Welcome

Multi-unit restaurants have expanded significantly in market share, number of units, and gross revenue over the past few years. Following this growth, the need for targeted leadership training for the managers overseeing the unit operations also arises. What are the latest trends in culinary, design, and service delivery? How can unit managers elevate guest experience with operational excellence and trendworthy technology? How can leaders navigate the nuances of quality across the operations of multiple units? How can they foster a motivational culture and provide consistent and effective training to their employees?

Join The New Leader of Managers this January and find answers to those questions. Through discussions, practical case studies, and first-hand experience across Miami's food and beverage scene, we will explore together the best trends, techniques, and tools for elevating your multi-unit operations. We are confident that this unique conference will offer ample opportunities for you and your team to learn, network, and enjoy the best of hospitality in the warm and vibrant Miami culture.

We look forward to hosting you!

Christopher Muller

Managing Director & Founder, Accelerating Leaders
Courtesy Professor, Florida International University's
Chaplin School of Hospitality & Tourism Management



Agenda At A Glance

Start Time	Monday, Jan 16	Tuesday, Jan 17	Wednesday, Jan 18	Thursday, Jan 19	Friday, Jan 20	
9:00	Welcome Remarks	Gamification of The Restaurant Product	Food Tour	Experience Design That Makes Sense	A Taste of Opportunity - "The Mise Mode"	
9:30	Identifying and Taking Action on The Trends for 2023				<i>Break</i>	
10:00					<i>Break</i>	
10:30	<i>Break</i>	<i>Break</i>		<i>Break</i>	Closing The Gender Leadership Gap: Powerful Ways Managers Can Support Equality	
11:00	What If You Understood How Guests Make Decisions? A Look Into Consumer Behavior Based On Neuroscience	The Future Business of Beverages		Building a Better Business		
11:30						
12:00						
12:30	<i>Lunch</i>	<i>Lunch</i>		<i>Lunch</i>	<i>Lunch</i>	<i>Lunch</i>
13:00						
13:30	Who, How, And What? Connecting To Your Guests Through Experiential Marketing And A Simplified Purchase Process	Managing in A Digital World			Mastering The Operational Disciplines	Going From Great Manager to Great Leader
14:00						
14:30						
15:00	<i>Break</i>	<i>Break</i>		<i>Break</i>		
15:30	Applying The "5 Phases" To The Challenges of 2023	Supply Chain Success		The New Leader of Managers: 5 Phases Redux		
16:00						
16:30						
17:00		<i>Dean's Reception</i>				
17:30						
18:00		<i>Dinner Anthony's Coal-Fired Pizza</i>				
18:30						
19:00						
19:30						
20:00						

DAY ONE | MULTI-UNIT TRENDS

9:00 AM – 9:30 AM

Welcome Remarks

Identifying and Taking Action on The Trends for 2023

9:30 AM – 10:30 AM

Brian Connors

Director of Beverage Management Innovation | Accelerating Leaders
Senior Director, Global Food & Beverage Innovation | Bacardi Center of Excellence

10:30 AM – 11:00 AM

Break

What If You Understood How Guests Make Decisions? A Look Into Consumer Behavior Based On Neuroscience

11:00 AM – 12:30 PM

Sherry Andre

Director | Osher Lifelong Learning Institute at Florida International University
Co-Founder & VP of Strategic Partnerships | 305 ELab

12:30 PM – 1:30 PM

Lunch

Who, How, And What? Connecting To Your Guests Through Experiential Marketing And A Simplified Purchase Process

1:30 PM – 3:00 PM

Sherry Andre

Director | Osher Lifelong Learning Institute at Florida International University
Co-Founder & VP of Strategic Partnerships | 305 ELab

3:00 PM – 3:30 PM

Break

Applying The "5 Phases" To The Challenges Of 2023

3:30 PM – 5:00 PM

Chris Muller

Managing Director & Founder | Accelerating Leaders
Courtesy Professor | FIU's Chaplin School of Hospitality & Tourism Management

DAY TWO | ARTIFICIAL INTELLIGENCE, AUTOMATION & TECHNOLOGY

Gamification of The Restaurant Product

9:00 AM – 10:30 AM

Craig K. Skilling

Adjunct Lecturer | FIU's Chaplin School of Hospitality & Tourism Management

Co-Founder | BITE-CON Tech and Innovation Conference

10:30 AM – 11:00 AM

Break

The Future Business of Beverages

11:00 AM – 12:30 PM

Brian Connors

Director of Beverage Management Innovation | Accelerating Leaders

Senior Director, Global Food & Beverage Innovation | Bacardi Center of Excellence

12:30 PM – 1:30 PM

Lunch

Managing in A Digital World

1:30 PM – 3:00 PM

Dale Gomez

Director of IT and Adaptive Learning & Assistant Teaching Professor | FIU's Chaplin School of Hospitality & Tourism Management

3:00 PM – 3:30 PM

Break

Supply Chain Success

3:30 PM – 5:00 PM

Andrew Fordyce

EATrepreneur | Food Trend Tours

Managing Director | Masande GmbH

5:00 PM – 6:00 PM

Dean's Reception

6:00 PM - 8:00 PM

Dinner @ Anthony's Coal-Fired Pizza

DAY THREE | MIAMI FOOD TOUR WITH ANDREW FORDYCE

9:00 AM – 4:30 PM

Miami Food Tour with Andrew Fordyce

Andrew Fordyce

EATrepreneur | Food Trend Tours

Managing Director | Masande GmbH

DAY FOUR | ENGAGING CUSTOMER EXPERIENCES

Experience Design That Makes Sense

9:00 AM – 10:30 AM

Alec Dalton

Executive Director | Accelerating Leaders
Managing Partner & Founder | Hospitality Leadership Academy

10:30 AM – 11:00 AM

Morning Break

Building a Better Business

11:00 AM – 12:30 PM

Alec Dalton

Executive Director | Accelerating Leaders
Managing Partner & Founder | Hospitality Leadership Academy

12:30 PM – 1:30 PM

Lunch Break

Mastering The Operational Disciplines

1:30 PM – 3:00 PM

Lee Sheldon

Co-Founder & Director | Mastering Multi Units

3:00 PM – 3:30 PM

Afternoon Break

The New Leader of Managers: 5 Phases Redux

3:30 PM – 5:00 PM

Chris Muller

Managing Director & Founder | Accelerating Leaders
Courtesy Professor | FIU's Chaplin School of Hospitality & Tourism Management

6:30 PM – 8:30 PM

Gala Dinner @ Reunion Ktchn Bar

DAY FIVE | LEADERSHIP, MANAGEMENT, AND MOTIVATION

9:00 AM – 10:00 AM

A Taste Of Opportunity - "The Mise Mode"

Renee Guilbault
Founder | Essayer Food Consulting

10:00 AM – 12:00 PM

Closing the Gender Leadership Gap: Powerful Ways Managers Can Support Equality

Diann Newman
Vice Dean | FIU's Chaplin School of Hospitality & Tourism Management

12:00 PM – 1:00 PM

Lunch Break

1:00 PM – 2:00 PM

Going from Great Manager to Great Leader

Chris Muller
Managing Director & Founder | Accelerating Leaders
Courtesy Professor | FIU's Chaplin School of Hospitality & Tourism Management

The Kovens Conference Center

The conference will be held at the Kovens Conference Center. Situated on FIU's Biscayne Bay Campus in North Miami, the center is surrounded by an exciting array of lodging, dining, shopping, and leisure activities that will surely keep you captivated.

Address:

Florida International University
Biscayne Bay Campus
3000 N.E. 151st Street
North Miami, FL 33181-3000



Directions To Kovens Conference Center:

Biscayne Boulevard (Biscayne Blvd.) is US-1 in Miami-Dade. In Broward County, US-1 is Federal Highway.

From South

- Take I-95 North to N.W. 135th Street, Opa-Locka Blvd. (Exit 10B)
- Take 135th Street East to Biscayne Blvd. (US-1)
- Turn left on Biscayne Blvd. to N.E. 151st Street
- Turn right at N.E. 151st Street and follow the signs to the Kovens Conference Center (approximately 1.5 miles)

From North (including Ft. Lauderdale International Airport)

- Take I-95 South to Ives Dairy Road (Exit 16)
- Take Ives Dairy Road East to Biscayne Blvd.
- Take Biscayne Blvd. South to N.E. 151st Street
- Turn left at N.E. 151st Street and follow the signs to the Kovens Conference Center (approximately 1.5 miles)

From Miami International Airport

- Follow signs to I-95 North or Ft. Lauderdale
- Follow directions "From South" listed above

From West (Palmetto Expressway, Turnpike, or Golden Glades Interchange)

- Follow Route 826 eastbound following signs "to Beaches" (this becomes N.E. 163rd Street)
- Turn right on Biscayne Blvd. (US-1)
- Take Biscayne Blvd. South to N.E. 151st Street
- Turn left at N.E. 151st Street and follow the signs to the Kovens Conference Center (approximately 1.5 miles)

Making the Most of Miami



See a new side of Miami when you explore after dark and get top-notch views of the city aboard an air-conditioned bus with retractable windows. Starting from South Beach, you'll zip through Brickell and Downtown, will admire the art deco architecture in Miami Beach, will head to hip Wynwood to take in the vibrant Wynwood Walls, and much more.



Sunny Isles Beach boasts one of the Miami area's most stunning oceanfront vistas, with miles of gorgeous white sand, pristine public parks and plenty of activities to play, from joining a midnight yoga to fishing. This clean and uncrowded two-mile stretch of sand is also perfect for sunbathing, relaxing, strolling along the beach, and swimming.



In addition to offering a massive 300+ collection of luxury stores, large and small retailers, and major department stores, Aventura Mall also curates 20+ museum-worthy artistic pieces throughout the mall and features a spectacular 84-foot by 50-foot glass entrance that brings the "outside-in" with panoramic views of the surrounding landscape and an uninterrupted, 350-foot-long skylight, designed by the renowned architect Carlos Zapata.

Making the Most of Miami



Considered Florida's largest urban park, Oleta encompasses more than 1,000 acres of greenery set against Biscayne Bay, ideal for kayaking, biking, hiking, swimming and camping. Enjoy a moment of tranquility as you emerge into a quiet world of tangled, tidal mangroves inside this protected river estuary.



Explore Miami's art galleries, wander past the mind-blowing street art, spend an afternoon at The Bass or the Pérez Art Museum Miami (PAMM), or get a glimpse of local Art Deco architecture in South Beach's Art Deco District with one of the Miami Design Preservation League's walking tours. Check out attractions such as Zoo Miami, the Venetian Pool, Miami Seaquarium, the Phillip and Patricia Frost Museum of Science and many more.



Spanning nearly 173,000 acres, Biscayne National Park is the largest marine sanctuary in the U.S. National Parks system. From colorful living reefs to coastal mangrove habitat and coral-covered ships that met their fate on the Florida reef, the National Park is home to aquamarine waters and a wide variety of wildlife that are waiting for you to explore. Don't have time for snorkeling? No problem! Come and discover 110 species of birds along the Biscayne Birding Trail, boat the scenic Boca Chita Key and climb the island's landmark lighthouse, or see a maritime forest in Elliott Key.

Travel & Accommodations

The conference begins on Monday, January 16th at 9:00 AM and concludes on Friday, January 20th at 2:30 PM.

Accommodations

For hotel-inclusive package, your reservation with the Courtyard Miami Aventura Mall is for arrival on Sunday, January 15th and departure on Friday, January 20th. Check-in starts at 3:00 PM on Sunday.

Other nearby hotels:

Residence Inn Miami Aventura Mall: 4.9 miles (7.8 km)

Marenas Resort Miami: 5.3 miles (8.5 km)

Hampton Inn: 5.5 miles (8.8 km)

Parking

For hotel-inclusive package, self-parking is complimentary. We also provide two-way transportation from the Courtyard to the conference center at the beginning and end of each day.

Please arrange your own transportation if staying at other hotels.

For parking at the conference center, please inform us beforehand so your vehicles can be registered.

Nearby Airports

Miami International Airport

- Distance: 17.9 miles (28.8 km)
- Transportation options:
 - Taxi, private shuttle (Jayride), or Uber: takes approximately 20-30 minutes and costs \$30 - \$70.
 - Train: Take free MIA mover train to Miami Airport Station, then take Tri-rail train to Hollywood Station, and rides a 9-minute taxi trip (9.7 km) to the Courtyard. The trip takes approximately an hour and costs a total of \$21 - \$27. MIA mover leaves every 5 minutes and train leaves every hour.

Fort Lauderdale-Hollywood International Airport

- Distance: 9 miles (14.5 km)
- Transportation options:
 - Taxi, private shuttle (Jayride), or Uber: takes approximately 20-30 minutes and costs \$25 - \$90.
 - Bus: Take line 01 bus towards Aventura Mall, then walk for 13 minutes to reach the Courtyard. The trip takes approximately an hour and costs \$2 - \$3. Buses leave every 30 minutes.

Dress Code

The suggested dress code for all activities in the program is **smart/business casual**. Especially for the Miami food tour on Wednesday, as we will be walking throughout areas well-known for sunshine, we highly recommend comfortable outfit such as comfortable shoes, short-sleeves button down, etc.

Miami is famous for sunny and warm days year-round, though it can be chilly in the evening during the winter months. From December through February, temperatures range from the low 70s F (21 C) to the lows 80s (26 C) during the day and drop to 60s F (15 C) and 50s F (10 C). We also recommend packing light clothes with a light jacket for layering to adjust to the change in temperature.

Though winter is the least rainy season in Miami, be prepared for possible showers.



Contact Information

If you have any questions or queries, we will always be happy to help. Feel free to contact us and we will be sure to get back to you as soon as possible.

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Sponsors & Partners

