

# THE 26TH ANNUAL NRHSA CONFERENCE & TABLE TOP EXPO

SEPTEMBER 22-25 2019

THE ORLEANS HOTEL - LAS VEGAS

Register Online at [www.nrhsa.org](http://www.nrhsa.org)

## SCHEDULE OF EVENTS

### SUNDAY, SEPTEMBER 22

*Events and times are subject to change*

8 am - 5:30 pm  
10 am - 5:00 pm

Registration - Foyer

**Bob Negen, WhizBang! Retail Training  
How To Run A Business That Doesn't Run You!**

It's easy to get sucked into the day-to-day grind of running your hobby store.

It's fun work, but before you know it, you're stressed out, frazzled and frustrated.

Your dream of running a fun, profitable, and emotionally rewarding business seems impossible – but it not, IF you know what you're doing. You Can make more money by working smarter, not harder.

After this Boot Camp you'll be a smarter, better and wiser business person!

Bob's Boot Camp fee is normally \$7,500 but is FREE for NRHSA Expo Attendees!

*This program runs from 10 to 5 with an hour break for lunch.*

5 pm - 6:30 pm

**Traxxas Seminar (Retailers Only)**

### MONDAY, SEPTEMBER 23

7:00 am - 5:00 pm  
8:30 am - 10:30 am  
9:00 am - 5:00 pm  
10:30 am - Noon

Registration Open - Foyer

**R/C Car Demo** - West Parking Lot

Exhibitor Set-up - Mardi Gras Ballroom

**Climbing The Customer Experience Pyramid, Bob Negen**

Creating a consistent (*every time with every customer!*) WhizBang! customer experience is your number one competitive advantage. But this experience doesn't magically happen. It is created by applying a set of fundamental principles to everything you do that touches your customer. In this program, you will learn how to apply the "Customer Experience Pyramid" to your business and ensure that your customers get the experience they deserve when they are in your store.

*The program was created specifically for small to midsized independent retailers and shows them proven, practical & profitable strategies. You will leave with a set of actionable items they can use immediately to stay positive and proactive in these tough times.*

Noon - 1:00 pm  
1:00 - 1:45 pm  
1:45 - 2:30 pm  
2:30 - 3:30 pm  
3:30 - 4:30 pm  
4:30 - 6:00 pm  
6:00 - 7:30 pm

**Break**

**Quick Tips and Tricks for Your Business, Games Workshop**

**Quick Tips and Tricks for Your Business (2) (SPEAKER & TOPIC TBD)**

**Dealer to Dealer Seminar (RETAILERS ONLY)**

**Hosting Events in Your Store, Panel Discussion**

**Model Build/ Fascinations' Metal Earth 3D Kits**

**NRHSA Welcome Reception**

### TUESDAY, SEPTEMBER 24

7 am - 5 pm  
8 am - 11:30 am  
8:30 am - 8:45 am  
9 am - 10:30 am  
12 pm - 1:15 pm  
1:30 pm - 6:30 pm  
7:00 pm - 8:30 pm

Registration Open - Foyer

Exhibitor Set-up - Mardi Gras Ballroom

Buses Leave for Sunset Park Boat Pond - Valet Front of Hotel

**Boat Pond Demonstrations** - Sunset Park, Sponsored by Traxxas

**Industry Luncheon (Retailers and Exhibitors)** - Sponsored by NRHSA and Hobby Merchandiser

**Table Top Expo Open** - Mardi Gras Ballroom

**Pool Party** - Sponsored by HRP Distributing - Pool Terrace

### WEDNESDAY, SEPTEMBER 25

7 am - 3 pm  
8:00 am  
8:30 am - 10 am  
11 am - 4 pm  
4:15 pm - 5 pm

Registration Open - Foyer

Bus Leaves for Wm. G Bennett Flying Field - Valet Front of Hotel

**Outdoor Flying at the** Wm. G Bennett Flying Field, Sponsored by Horizon Hobby

**Table Top Expo Open** - Mardi Gras Ballroom

**Prize Drawings & Wrap-Up**

**NRHSA Table Top Expo is Produced in Partnership with Hobby Merchandiser Magazine**

