

The 26TH Annual NRHSA Conference & Table Top Expo

SEPTEMBER 22-25 2019

THE ORLEANS HOTEL - LAS VEGAS

Register Online at www.nrhsa.org

SCHEDULE OF EVENTS

SUNDAY, SEPTEMBER 22

Events and times are subject to change

8 am - 5:30 pm	Registration - Foyer
10 am - 5:00 pm	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 usually hundreds of dollars but is Free for NRHSA Expo attendees! <i>This program runs from 10 to 5 with an hour break for lunch.</i>
5 pm - 6:30 pm	Traxxas Seminar (Retailers Only)

MONDAY, SEPTEMBER 23

7:00 am - 5:00 pm	Registration Open – Foyer
8:30 am - 10:30 am	R/C Car Demo - West Parking Lot
9:00 am - 5:00 pm	Exhibitor Set-up - Mardi Gras Ballroom
10:30 am - Noon	Climbing The Customer Experience Pyramid, Bob Negen Creating a consistent (<i>every time with every customer!</i>) 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. <i>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.</i>
Noon - 1:00 pm	Break
1:00 - 1:45 pm	Quick Tips and Tricks for Your Business, Games Workshop
1:45 - 2:30 pm	Quick Tips and Tricks for Your Business, Walthers
2:30 - 3:30 pm	Dealer to Dealer Seminar (Retailers Only)
3:30 - 4:30 pm	Hosting Events in Your Store, Panel Discussion
4:30 - 6:00 pm	Model Build/ Fascinations' Metal Earth 3D Kits
6:00 - 7:30 pm	NRHSA Welcome Reception

TUESDAY, SEPTEMBER 24

7 am - 5 pm	Registration Open - Foyer
8 am - 11:30 am	Exhibitor Set-up - Mardi Gras Ballroom
8:30 am - 8:45 am	Buses Leave for Sunset Park Boat Pond - Valet Front of Hotel
9 am - 10:30 am	Boat Pond Demonstrations - Sunset Park, Sponsored by Traxxas
12 pm - 1:15 pm	Industry Luncheon (Retailers and Exhibitors) - Sponsored by NRHSA and Hobby Merchandiser
1:30 pm - 6:30 pm	Table Top Expo Open - Mardi Gras Ballroom
7:00 pm - 8:30 pm	Pool Party – Sponsored by HRP Distributing - Pool Terrace

WEDNESDAY, SEPTEMBER 25

7 am - 3 pm	Registration Open – Foyer
8:00 am	Bus Leaves for Wm. G Bennett Flying Field - Valet Front of Hotel
8:30 am - 10 am	Outdoor Flying at the Wm. G Bennett Flying Field, Sponsored by Horizon Hobby
11 am - 4 pm	Table Top Expo Open - Mardi Gras Ballroom
4:15 pm - 5 pm	Prize Drawings & Wrap-Up

NRHSA TABLE TOP EXPO IS PRODUCED IN PARTNERSHIP WITH HOBBY MERCHANDISER MAGAZINE

