



Strengthening and Promoting the Linen, Uniform
and Facility Services Industry

September 17–20, 2019 • Hyatt Regency Boston Harbor • Boston, MA



TRSA 106th Annual Conference

TRSA would like to thank our event partners



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Tuesday, September 17

12 Noon	Registration	Ballroom Pre-Function (2nd Floor)
12:30 – 1:30 pm	Lunch	Skyline Ballroom (2nd Floor)
1:30 – 4:30 pm	Committee Meetings	
	Education Constellation 316—3rd Floor	Environment & Sustainability Brittanic A—1st Floor
	F&B/Restaurant Aquitania—1st Floor	Healthcare Michelangelo—2nd Floor
	Hospitality Aquitania—1st Floor	Industrial & Uniform Raffaello—2nd Floor
	Marketing & Sales Congress 313—3rd Floor	Safety Olympia—2nd Floor
4:30 – 6 pm	Networking Reception	Harborside Ballroom (1st Floor)

Wednesday, September 18—Management Development Day

7 am	Registration	Ballroom Pre-Function (2nd Floor)
7 – 8 am	General Breakfast	Skyline Ballroom (2nd Floor)
8 – 8:50 am	Keynote: Mastering Hospitality for Business Steve DiFillippo, Chef/Owner, Restaurateur & Author	Grand Ballroom (2nd Floor)
Breakout Sessions		
9 – 10:30 am	Personal Skills Assessment and Development Eric Kurjan, President, Six Disciplines Consulting; EMI Year IV Faculty Head & Instructor and Scott Gray, Principal and Certified Client Coach, Six Disciplines Consulting Michelangelo—2nd Floor	Effective Communication Skills for Managers Dan Farnsworth, VP, Sales & Marketing, Leonard Automatics Inc. and Ed Kwasnick, Director of Business Development, ARCO/Murray Olympia—2nd Floor
10 am – 1 pm	Spouse/Partner Program—Taranta Hands-on Cooking Class	Meet in hotel lobby for departure
10:30 – 11 am	Networking	Ballroom Pre-Function (2nd Floor)
11 am – 12:30 pm	Great Cultures Create the Right Leaders James H. Underwood, Senior Consultant, Currier Consulting Group; EMI Year III Instructor Michelangelo—2nd Floor	Recruiting, Hiring, & Retaining Great People Dick Finnegan, Speaker, Author, & CEO, C-Suite Analytics and Finnegan Institute; 2019 Workforce Management Summit Keynote Speaker Olympia—2nd Floor
12:30 – 1:30 pm	Lunch Sponsored by LAVATEC <i>Laundry Technology Inc.</i>	Skyline Ballroom (2nd Floor)


Wednesday, September 18—Management Development Day

1:30 – 2:45 pm	Making Emotional Intelligence Work for You H. Kent Baker, PhD, University Professor of Finance, Kogod College of Business Administration, American University and Dean of TRSA's EMI and EMI Year I Instructor Michelangelo—2nd Floor	What's New in Contract Law Scott Kamins, Principal, Offit Kurman Attorneys at Law Olympia—2nd Floor
2:45 – 3:15 pm	Networking	
3:15 – 4:45 pm	Implementing a Successful Ergonomics Program Stephen Jenkins, Senior Director, Safety & Health, Cintas Corporation	Grand Ballroom (2nd Floor)
5 – 7:00 pm	Welcome Reception Sponsored by 	Harborside Ballroom (1st Floor)

Thursday, September 19

7 am	Registration	Ballroom Pre-Function (2nd Floor)
7 – 8:30 am	Sunrise Yoga and Restoration (Spouses/Guests)	West Lawn
7 – 8 am	Next Generation Executives (Breakfast)	Queen Mary (2nd Floor)
7 – 8 am	General Breakfast Sponsored by STANDARD TEXTILE <small>est. 1940</small>	Skyline Ballroom (2nd Floor)
8 – 8:30 am	TRSA Welcome and Government Relations Update Jim Buik, Chairman and Kevin Schwalb, Vice President, Government Affairs, TRSA	Grand Ballroom (2nd Floor)
8:30 – 9:30 am	Opening Keynote Talent, Culture and the New World of Work: How to Unleash and Sustain Fierce Execution and Nonstop Innovation Bill Taylor, Founding Editor, Fast Company and Best-Selling Author Sponsored by 	Grand Ballroom (2nd Floor)
9:30 – 10 am	Networking Break Meet & Greet/Book Signing with Bill Taylor (Speaker will be positioned at a table for signing books and all attendees will be invited to attend)	Ballroom Pre-Function (2nd Floor)
10 – 10:55 am	Labor Law Updates Affecting the Linen, Uniform and Facility Services Industry Joseph P. Shelton, Partner, Fisher & Phillips LLP	Grand Ballroom (2nd Floor)
11 am – 12 pm	Riding the Digital Wave Andrew Lippman, Associate Director, MIT Media Lab, Senior Research Scientist Co-Director, Digital Life	Grand Ballroom (2nd Floor)

Thursday, September 19

1 – 4 pm	Social Activity—The Secrets of Old Boston Scavenger Hunt Includes box lunch	Meet in Grand Ballroom
6 – 7 pm	Chairman's Reception Sponsored by 	Ballroom Pre-Function (2nd Floor)
7 – 9 pm	Awards Dinner	Grand Ballroom (2nd Floor)

Friday, September 20

7:30 – 8:30 am	Women in Textile Services (Breakfast)	Queen Mary (2nd Floor)
7:30 – 8:30 am	General Breakfast Sponsored by 	Skyline Ballroom (2nd Floor)
8:30 – 9:15 am	Annual Membership Meeting and State of the Association Jim Buik, Chairman and Joe Ricci, President & CEO, TRSA	Grand Ballroom (2nd Floor)
9:15 – 10:15 am	Textile Services: An Economic and Competitive Update Andrew Wittmann, CFA, Director, Senior Research Analyst, Robert W. Baird Facility & Industrial Services Research Team	Grand Ballroom (2nd Floor)
10:15 – 10:30 am	Networking Break	
10:30 – 11:45 am	Closing Keynote Leadership in Turbulent Times Doris Kearns Goodwin, Presidential Historian and Pulitzer Prize-winning Author	Grand Ballroom (2nd Floor)
11:45 am – 12:30 pm	Meet & Greet/Book Signing with Doris Kearns Goodwin (Speaker will be positioned at a table for signing books and all attendees will be invited to attend)	Grand Ballroom (2nd Floor)
12:45 – 4:45 pm	Social Activity Options JFK Museum Tour Fenway Park Tour	Meet in Hotel lobby

Welcome gift co-sponsored by

