

Time	Presentation name	Location	Presentation Notes and outline
	Sunday		
3.30-4pm	Round Table - Get to know the group	Conference Room	Round table in the groups listed on the name tags... what you want to get out of summit, learn more about each other
4-430pm	What you need to know as a manager of people	Conference Room	Presentation on best practices and framework of managing people.... The role/difference of a boss and a leader
430-5pm	Success and Learning Moments of managing people	Conference Room	Round Table Discussion on success and challenges of leading people
5-530pm	Operations Team - leveling up with support	Conference Room	
530-6pm	Growth Mindset - Building our clubs, ourselves, team & company	Conference Room	Exploring practices of the how to grow our people, and ourselves and operate out of opportunity
	Monday - Morning		
9-9.10	Official kickoff	conference room	welcome group to summit.
910-920	101 of the racquets summit	conference room	Housekeeping items, what to know and where to go and BE ON TIME
920-10.05	Company Address	conference room	Scott, Don and Rene to address where we are and moving forward
10.05-1055	technology & data in racquet sports	conference room	Andres from play by point to take the team through the power of technology
1110-1130am	Travel Business	conference room	An overview of CDT and PBI travel offerings, our resort destinations, and opportunities to promote them at your club
1130-1230pm	Think BIG, start small, move fast - Keynote speaker	conference room	Description: Join us for an inspiring keynote talk with high-performance coach, Emma Doyle, as she explores the philosophy of "THINK BIG, start small, Move Fast!" In this interactive session, Emma will guide you through the art of cultivating skills, boosting confidence, and fostering belief, both within your team
	Monday - Afternoon		
130-2.00pm	Play by Point reporting tools and how-to use it for club growth	conference room	How to use reporting features in PBP to grow facility and show ownership metrics
2-230pm	PBP CRM- what is a CRM and how to use it to grow memberships	conference room	How to use new CRM tool for membership and program growth and best practices for communication
230-245pm	Break	conference room	
245-315pm	Events_ discussion, rollout, and marketing	conference room	Planning of events themes and event execution as a marketing tactic, and how to generate the most participation
315-4pm	membership promotions and sales best practices	conference room	How to effectively create a membership sales plan and the best communication methods to generate leads
420-5pm	Moderated panel discussions with Directors	conference room	Scott to moderate some questions to 3-5 Directors on their experience in CDT/PBI and the racquets industry
		conference room	
5pm	WILSON, GROUP RECAP	TBD	TBD
	Tuesday - Morning		
905-925am	Putterman	Conference Room	Randy Fuddy to deliver a presentation on Putterman products and knowledge
930-1005am	Increasing Participation	Adelaide Suite	3 focus items to increase program participation at your club/resort
1005-1040am	Events- think small, medium, large	Brisbane Suite	Role events in Racquet sports for todays resort and member climate... educating pros, important value of the member/guest experience
1040am-1115am	Finance - Budgets and Forecasts	Conference Room	Matthew to lead a course on how to budget, forecast and become better and more efficient and the importance
1130-1230pm	The pickleball business- how to grow your club/resort	Conference Room	Jarrett will talk about the pickleball landscape and how to grow it in your club and the difference between play and programming
1230-1245pm	One Experience	Conference Room	Joey will provide clarity for the group on what one experience is and how we use it in the brand
	Tuesday- Afternoon		
130-2pm	Training new staff	Conference Room	Best practices on training new staff and continued training for existing staff
2-245pm	Merchandising	Conference Room	Troon merchandising team to present on merchandising best practices and how to grow sales
245-315pm	Pro Shop growth and inventory control	Conference Room	Discussion on how to grow sales and control inventory
315-330pm	Break		
330-430pm	Product knowledge with HEAD	Conference Room	Head product information
445pm	Join on court discussions		
	Wednesday- Morning		
915am-945am	Coach developer techniques Q&A	conference room	Q&A Session with Craig Jones on Coach development
945-1015am	Customer Service and member experience	conference room	Deliver a presentation on the difference, the importance of this in contract retention, and how to improve and understand
1015-1045am	FUTURE of Education - Digital platform	conference room	Jorge and Scott to show the group the new digital platform and give an overview on what it will host
11-1130am	Digital Platform discussion	Conference room	Q&A Session with Craig Jones on Coach development
1130-12pm	Building your marketing Skills for growth	Brisbane Suite	Round table discussion on content creation at clubs, with a focus on storytelling and photo/video
12-1230PM	Resorts - Building corporate pickleball/tennis/padel events	conference room	Round table on how to build the corporate resort business in tennis, padel and pickleball
12-1230pm	Private club- Mastering the member experience	conference room	Round on defining what is your member experience and how to elevate it and what's important to your club ownership