2021 Wyoming ANFP Fall Conference, Douglas, Wyoming & Virtual

**Wednesday, September 29,2021**

*3:00pm – Wyoming ANFP Board Meeting*

*5:30pm-7:00pm – ANFP Spaghetti fundraiser dinner*

**Thursday, September 30, 2021**

*7:30am – Breakfast & Check In*

**8:30am – Tim Richardson: Unlock the Block to Exceptional Customer Experiences (V)** *Objective: In this presentation, Tim will help leaders implement service strategies he learned while leading a luxury Five Diamond resort property leadership team through their quest to achieve AAA's Five Diamond designation. While in this role, Tim learned that many of the "secrets" for delivering Five Star Service which can be easy to implement.*

CEU: 2.25 GEN

*11:45 am – Lunch, Membership Meeting*

**1:00pm – Robin A. Roling – Strategic Planning and System Thinking** **(V)**

*Objective: In this presentation, attendees will learn tools for strategic planning and system thinking. These tools will help guide them in their facilities.*

CEU: 1.25 GEN

**2:30pm – Robert Kayser: Community Hospitals and the Roles They Play** **(V)**

*Objective: Bob will share information on the value of community hospitals and the roles that leadership play in their communities. Attendees will have a better understanding of how healthcare impacts their communities.*

CEU: 1.25 GEN

**4:00pm – Matt Dammeyer: Employee Engagement (V)**

*Objectives: Attendees will learn how to engage their teams and how to build relationships that make their teams more cohesive. Understanding of how communication improves morale and team work.*

CEU: 1.25 GEN

**6:00pm****– Roundtable Discussion & Dinner**

*Objectives: Attendees will have the opportunity to share experiences, best practices with their peers. Communication, leadership tools will be recommended.*

CEU: 1.25 GEN

**Friday, October 1, 2021**

**8:00am - Jim Cussins: How far does a $ go? (V)**

*Objective: Attendees will learn just how far a $1 goes in health care. This is an interactive session where attendees will gain an understanding of how money is distributed in healthcare.*

CEU: 1.25 GEN

**9:30am – Joyce Gilbert: Benchmarking Programs and Their Importance (V)**

*Objectives: Attendees will learn about ANFP’s Benchmarking program and how it will help their departments, what information they can gain from participating and the benefits of benchmarking*.

CEU: 1.25 GEN

**11:00am - Omar Humes: 411 to Food Safety (V)**

*Objectives: Attendees will learn updated information on updates in food safety, and the changes that came about due to COVID*.

CEU: 1.25 SAN

**12:15 pm – Lunch Break**

**1:30 pm – Chef Greg Gorgone: Business Ethics (V)**

*Objectives: Understand what Business Ethics is and why it is important. How an ethical approach on the job will increase your success. Learn how applying ethics at work will improve the culture in your operation.*

CEU: 1.25 ETH

**3pm – Expo**

CEU: 2.00 Food Show

**6:00 pm – Dinner and Awards Banquet**

**Saturday, October 2, 2021**

**7:45am – Breakfast at MHCC**

**9am – Felicia Smith: Memorial Hospital Tour**

*Objectives: Attendees will observe the food service operation at MHCC. They will see the different areas of food service operations at MHCC and the role they play in health care.*

CEU: 1.25 GEN

**10:30am – Chef Demonstration & Lunch Q&A**

*Objectives: Attendees will have the chance to learn new techniques and approaches to health care meals. This is an interactive session where attendees can participate with the chef, followed by a Q& A session with the chef.*

CEU: 2.50 GEN

**(V) – Available for virtual attendance**