

# DREAMMAKERS

APRIL 23 - 24, 2021

## OPERATIONS AGENDA

- |                            |   |
|----------------------------|---|
| <b>9:30 AM - 10:30 AM</b>  | <b>HEADSHOTS FOR OPERATIONS</b><br>(You will receive a calendar invite for your specific time slot) |
| <b>10:30 AM - 11:00 AM</b> | <b>OPENING</b>  |
| <b>11:00 AM - 11:45 AM</b> | <b>SERVICE MINDSET</b><br>Presented by Erika Welsing, The Busch Group                               |
| <b>11:45 AM - 12:45 PM</b> | <b>LUNCH</b>  |
| <b>12:45 PM - 2:00 PM</b>  | <b>STATE OF THE UNION</b>   |
| <b>2:00 PM - 2:15 PM</b>   | <b>BREAK</b>  |
| <b>2:15 PM - 3:00 PM</b>   | <b>UPDATE FOR OPERATIONS STAFF</b>  |