



**CONNECTICUT  
CHAPTER**  
CLUB MANAGEMENT  
ASSOCIATION OF AMERICA

# February 5 – 6, 2024

## Mohegan Sun Casino & Resort

[Click here for directions](#)

Uncasville, CT

**Workshop Location** Sky Convention Center  
Uncas Ballroom: Workshop  
Ballroom 2

[Click here for an interactive map](#)

### Monday, February 5

6:00pm – Welcome Reception Vista Lounge  
8:00pm

### Tuesday, February 6

7:30-8:45am Breakfast Novelle

8:15am Registration Opens Uncas Ballroom

9:00am **CMAA Path to Certification**  
Brian Watkins, CMAA

10:30am Morning Break

10:45am **Food & Beverage Trends & Truths**  
Lawrence McFadden, CMC, ECM

12:00-1:00pm Lunch Novelle

1:00pm **A Culture of Excellence**  
David Lynch, The Ritz Carlton

2:30pm Afternoon Break

2:45pm **The Art of Service Recovery**  
David Lynch, The Ritz Carlton

4:00pm Assessment

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