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# Welcome Address



Steve Davis  
Operto

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# Keynote Speaker

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**Julie George**  
**Million Dollar Host**

# AM Speakers

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Jamie Lane  
AirDNA



Arthur Colker  
StayFi



Jenn Boyles  
Direct Booking Success



Natalie Nicholls  
Operto



Jeff Ilouliau  
HostGPO



Axel Persson  
Operto



Madison Rifkin  
Mount



Kyle Holmes  
Streamline

# PM Speakers

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**Evan Kovach**  
**Mountain Creek Resort**



**Duncan Haldane**  
**Your Key Rental Management**



**Beth Haldane**  
**Your Key Rental Management**



**Wil Slickers**  
**Hospitality.FM**



**Kent Hatcher**  
**Mint House**



**Robertin Nunez**  
**Co Host Expert**



**Corrine Harris**  
**Operto**

5-star reviews require **excellence** at  
each stage of the guest journey



Booking



Pre-Arrival



Check-in



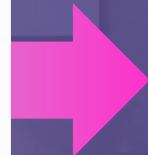
In-Stay



Check-out



Service



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# Operate '24



The Lobby

:



Event Overview

:



Resources tab



Networking

:



Session Guidelines

:



Speaker Introductions



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Let's get the party  
started!



Steve Davis  
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