

## RESIDENTIAL SCHEDULE FOR ISSA SHOW NA 2022

### MONDAY, OCTOBER 10, 2022

#### [Level 10 Meetings: The ULTIMATE Employee Engagement Tool](#)

*Liz Trotter*

9:00 am – 10:00 am | McCormick Place CC Room 504ABC

#### [DIY SEO: 7 Steps Any Cleaning Business Can Follow To Get Results](#)

*Matt Ricketts*

10:30 am - 11:30 am | McCormick Place CC Room 403AB

#### [Lunch and Learn: Reimagining Diversity & Inclusion: A Pathway to Courageous Conversations](#)

*Derreck Kayongo*

11:45 am - 1:15 pm | McCormick Place CC Grand Ballroom

#### [Data Driven Decisions: How to Leverage your KPIs and Maximize your Future Outcomes](#)

*Ajia Holiday*

1:30 pm – 2:30 pm | McCormick Place CC Room 401BCD

#### [How to Become a Million Dollar Residential Cleaning Company](#)

*Moderator: Jeannie Henderson; Panelists: RJ Patel, Vanessa Bossart, Susan Stocker*

3:00 pm – 4:00 pm | McCormick Place CC Room 504D

#### [Cocktails & Conversations: Roundtable Event](#)

4:15 p.m. - 6:00 p.m. | McCormick Place CC Vista Ballroom

#### [Welcome Reception](#)

7:00 p.m. - 9:00 p.m. | House of Blues

### TUESDAY, OCTOBER 11, 2022

#### [Spotlight Speaker: Bill Rancic](#)

9:00 am - 10:00 am | McCormick Place CC Grand Ballroom

#### [ARCSI Morning Networking](#)

10:00 am - 10:30 am | ARCSI Booth 3252

### [Power Your Brand](#)

*Debbie Sardone*

11:30 am - 12:00 pm | Solve for X Theater Booth 1069

### [Residential Cleaning Certifications: Ask the Expert](#)

12 p.m. – 12:30 p.m. | ISSA Experience Hub Booth 3554

Speakers: Tom Stewart, Maid Central, Bruce Vance, Town and Country Cleaning and Liz Trotter, Cleaning Profit Builders

### [Recession Proof Your Cleaning Business Game Plan](#)

*Jeannie Henderson*

1:00 pm – 2:00 pm | McCormick Place CC Room 401BCD

### [What Women Employees Want](#)

*RJ Patel, Gosia Baran*

2:30 pm – 3:30 pm | McCormick Place CC 401BCD

### [Recruiting and Interviewing in 2023 and Beyond](#)

*Shawn Day*

4:00 pm – 5:00 pm | McCormick Place CC 402AB

## **WEDNESDAY, OCTOBER 12, 2022**

### [House Cleaning Technician Training & Certification\\*](#)

*Bruce Vance*

8:30 am – 5:00 pm | McCormick Place CC Room N230AB

### [Spotlight Speaker: Sarah Moshman](#)

9:00 am - 10:00 am | McCormick Place CC Grand Ballroom

### [ARCSI Morning Networking](#)

10:00 am - 10:30 am | ARCSI Booth 3252

### [2022 Residential Cleaning Awards Ceremony](#)

11:15 – 11:45 am | ISSA Experience Hub Booth 3554

Speaker: Debbie Sardone, Cleaning for a Reason, Jeannie Henderson, ARCSI

### [Tip the Scales in your Favor with Fully Automated Messaging and Payments for your Cleaning Company](#)

12 p.m. – 12:30 p.m. | ISSA Experience Hub Booth 3554

Speakers: Justin Clegg, Joel Robbins, Hunter Woods, Allset

### [Consistency: The Secret to Creating Less Drama, More Profits, Happier Customers and Engaged Employees](#)

*Tom Stewart*

1:00 pm – 2:00 pm | McCormick Place CC Room 401BCD

**How To Hire & Lead Your Administrative Team (Half-day workshop)**

*Debbie Sardone, Derek Christian, Art Locke*

1:00 pm – 4:00 pm | McCormick Place CC Room 403AB

**Automating for the Customer Experience**

*Royce Ard, Tamara Ard*

2:30 pm – 3:30 pm | McCormick Place CC 402AB

**Quote with Confidence: Creating Profitable Proposals**

*Matt Ricketts*

3:30 pm - 4:00 pm | Solve for X Theater Booth 1069

**THURSDAY, OCTOBER 13, 2022**

**House Cleaning Technician Training & Certification\***

*Bruce Vance*

8:30 am – 5:00 pm | McCormick Place CC Room N230AB

**ARCSI Morning Networking**

10:00 am - 10:30 am | ARCSI Booth 3252

**Live Version of "What Would Liz Do?"**

*Liz Trotter*

10:30 am - 11:00 am | Solve for X Theater Booth 1069

**Innovation Awards Announcement & Show Floor Happy Hour**

1:00 pm - 2:00 pm | Innovation Theater

\* Separate registration required.