



**6:00 a.m. – Shuttles depart DTC location TBA**

**7:00 a.m. – Breakfast & Registration**

**7:45 a.m. – Welcome & Sponsor Recognitions**

**8:00 a.m. – Colorado Tourism Office Update**

*Tim Wolfe, Director, Colorado Tourism Office*

**8:20 a.m. – Beyond the Topline: Colorado's Hotel Profit Story**

***Matt Teck, Regional Director of Sales, Duetto***

ADR tells you what a room sold for. RevPAR tells you how efficiently you filled the house. It doesn't tell you what made it to the bottom line — and in 2026, that gap matters more than usual. This session looks at how Colorado's hotels are performing beneath the headline numbers. We'll draw on hotel benchmarking data alongside third-party industry sources to give an unbiased read on where Colorado stands, and what decisions now will shape profit performance through the rest of the year.

**9:05 a.m. – ChatGPT Meets Employee Relations – 2026 Employment Law Challenges"**

*Andria Ryan, Attorney at Law/Deputy General Counsel & Co-Chair Hospitality Practice for Fisher Phillips*

AI tools like Chat GPT are helping your employees submit well drafted and legal sounding harassment complaints, requests for accommodations and raising other employee relations concerns. This is all despite their lack of legal knowledge and without regard to the actual facts of the situation. This session will provide an overview of 2026 employment law challenges and how to handle the ChatGPT "complainer."

**10:00 a.m. – Break**

**10:15 a.m. – Denver International Airport Passenger Traffic Update & Outlook**

*Laura Jackson, VP Air Service Development, Denver International Airport*

Get the latest insights on passenger traffic, airline growth, and infrastructure investments at Denver International Airport (DEN)—one of the world's busiest and fastest-growing airports. This session will examine record-breaking passenger demand, expanding domestic and international air service, major capital improvement projects, and DEN's Vision 100 initiative to accommodate 100 million annual passengers. Hear what these trends mean for Colorado's tourism economy, convention business, and hotel performance, and gain valuable insight into the opportunities and challenges hoteliers can expect in the year ahead.

## **11:00 a.m. - AI in Action: How Technology Is Reshaping Hospitality**

*Alex Montanaro, Vice President, Digital & Go-To-Market, Hyatt*

*Matt Schwartz, Chief Technology Officer, Sage Hospitality*

*Lance Thompson, President, VIVI*

*Moderator: Brittany Morris Saunders, President & CEO, Colorado Technology Association*

Artificial intelligence is transforming every aspect of hotel operations—from revenue strategy and marketing to guest engagement, workforce productivity, and decision-making. Join an outstanding panel of hospitality and technology leaders as they share how AI is being implemented today, where it is delivering measurable results, and what hoteliers should be preparing for next. Through real-world examples and practical insights, this session will explore the opportunities, challenges, and competitive advantages AI is creating for hotels of every size.

## **12:00 p.m. - Networking Lunch with CHLA Allied Members**

This interactive lunch is designed to help future hospitality leaders build relationships with CHLA's allied members—the trusted business partners who support Colorado's lodging industry through products, services, expertise, and their investment in CHLA.

## **1:00 p.m. - Employment Law for Rising Leaders**

*Andria Ryan, Attorney at Law/Deputy General Counsel & Co-Chair Hospitality Practice for Fisher Phillips*

This session will cover basic employment law compliance to assist leaders to navigate employee relations issues with confidence. We will discuss:

- **Hiring & Interviewing:** What managers are legally permitted to ask and general best practices for interviews.
- **Performance & Discipline:** Managing team performance, monitoring behavior, and determining when it is appropriate to involve Human Resources.
- **Leave Requests & Accommodations:** Navigating complex requests while remaining compliant with federal, state, and local laws and regulations.
- **Early Problem Identification:** Identifying and responding to legal complaints, harassment, or violations before they result in formal grievances.

## **2:00 p.m. - Curiosity Over Certainty: Understanding the Maps We All Carry**

*Janine Morris, Principal, GlobalMind Solutions, LLC*

This session helps rising leaders recognize that everyone, including the employees they manage, operates from a unique “mental map” built from individual experience: the specific leaders who trained them, the specific guests they've served, the specific properties and cultures they've come up in, not just generation or role.

### **KEY OBJECTIVES:**

1. Help participants see that everyone operates from a unique set of mental maps shaped by individual experience, not just generation, gender or role.
2. Show how certainty (“*they're being difficult / lazy / insubordinate*”) drives premature judgment in exactly the employee-relations moments covered in the preceding session – performance concerns, behavior questions, early complaints.
3. Give leaders a practical curiosity habit to use before they escalate, discipline, or assume intent – reinforcing the “Early Problem Identification” thread from Employment Law with a human, practical front end.

## **3:00 p.m. - Adjourn/Shuttles return to Denver**

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