Return On Insight NACSSHOW2026

# Education Sessions

Schedule at a Glance

**57 sessions** · As of 11/10/26

## TUESDAY, OCTOBER 6TH

| TIME | SESSION | TRACK | FORMAT | LOCATION |
|---|---|---|---|---|
| **12:30 PM – 1:15 PM** | **Breaking the 90-Day Escape: A Roadmap for Onboarding**<br>Alisha Black | People | Case Study | Pavilion 3/4 |
| 12:30 PM – 1:15 PM | **Build, Buy or Remodel Smart Strategies for Store Growth**<br>Irfan Tejani | Business Strategy | Masterclass | Ballroom C |
| 12:30 PM – 1:15 PM | **Can Self-Checkout Sell Age-Restricted Products Safely?**<br>James Hervey, Lisa Rountree | Future Ready | — | NACS Future of Convenience Booth (C400) |
| 12:30 PM – 1:15 PM | **Inside the Commissary Model**<br>Nathan Bartlett | Foodservice | Case Study | Ballroom A |
| 12:30 PM – 1:15 PM | **Puff, Purchase, Repeat -- Winning With Tobacco Loyalty**<br>Jayme Gough, Jessica Starnes, Kathy Williams | Category Management | Case Study | Pavilion 10/11 |
| 12:30 PM – 1:15 PM | **** Space Planning's Missing Link: Connecting Category Strategy to Shelf Execution**<br>Yasir Rizvi, Patrick O'Mara, Aldo Sanchez | Category Management | Panel | Pavilion 1/2 |
| 12:30 PM – 1:15 PM | **** The Road Ahead: Modernizing Convenience Retail**<br>Andy Lupo, Nick East | Business Strategy | Masterclass | Ballroom B |
| **1:30 PM – 2:30 PM** | **Beyond Credit Cards: Digital Wallets that Actually Work**<br>Manu Sporny, Paul Ziv, Michael Ward | Technology | Show and Share | Pavilion 10/11 |
| 1:30 PM – 2:30 PM | **Creating a Valuable EV Charging Experience**<br>Scott Negley, Gen Comtois, Quincy Lee +1 more | Fuels | Panel | Ballroom A |
| 1:30 PM – 2:30 PM | **Designing a Store with Foodservice in Mind**<br>John Koch, Jim Francoeur, Carmen Santillanes +1 more | Foodservice | Case Study | Pavilion 3/4 |
| 1:30 PM – 2:30 PM | **Is this a Scam? Protecting Your Phone Lines**<br>Heather Hearn, Courtney Trieger | Operations | Game Show | Ballroom E/F/G |
| 1:30 PM – 2:30 PM | **Merchandising in the Moment**<br>Philip Santini, Anna Kjerrumgaard | Category Management | Masterclass | Ballroom C |
| 1:30 PM – 2:30 PM | **** State of the Industry Updates**<br>Chris Rapanick | Business Strategy | Masterclass | Pavilion 1/2 |

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|---|---|---|---|---|
| 1:30 PM – 2:30 PM | ** Using Customer Insights to Personalize Promotions<br>Michael Headly, Trevor Boomstra | Business Strategy | Case Study | Ballroom B |
| 1:30 PM – 2:30 PM | Your Google Rating Is Costing You Customers<br>Christina Scala, Josh Galecki | Future Ready | — | NACS Future of Convenience Booth (C400) |
| 2:45 PM – 3:45 PM | ** AI Hype Versus Retail Reality<br>Brian Gray | Technology | Case Study | Pavilion 1/2 |
| 2:45 PM – 3:45 PM | Designing Better Stops for Professional Drivers<br>Amy Toner, Nick LaFalce, Monica Androsko +1 more | Business Strategy | Panel | Ballroom C |
| 2:45 PM – 3:45 PM | Food & Beverage Trends Shaping Convenience in 2027<br>Suzy Badaracco | Foodservice | Masterclass | Ballroom A |
| 2:45 PM – 3:45 PM | Food Safety Playbook: Top 5 Risks and Practical Solutions for Small Operators<br>Amy Costello, Jeremy Zenlea, Maurice Lamarche | Foodservice | Masterclass | Pavilion 10/11 |
| 2:45 PM – 3:45 PM | More Heart than Means – Community Engagement Behind the Scenes<br>Lindsay Griffith, Tiffany Fraley, Kevin O'Connell | Operations | Case Study | Pavilion 3/4 |
| 2:45 PM – 3:45 PM | ** Outlook for Fuel Markets – What to Expect with Supplies and Prices?<br>Debnil Chowdhury, Denton Cinquegrana, John Eichberger | Fuels | Masterclass | Ballroom B |
| 2:45 PM – 3:45 PM | Privacy Is Becoming a Competitive Advantage<br>Matt Durand, Jon Taets | Future Ready | — | NACS Future of Convenience Booth (C400) |
| 2:45 PM – 3:45 PM | Women in Convenience: Networking Roundtables<br>Elizabeth Salceda, Susie Engemann, Bria Troy | People | Roundtable | Ballroom E/F/G |

## WEDNESDAY, OCTOBER 7TH

| TIME | SESSION | TRACK | FORMAT | LOCATION |
|---|---|---|---|---|
| 7:00 AM – 8:00 AM | NACS Interfaith Prayer Breakfast | — | Roundtable | Room N254 |
| 8:00 AM – 8:45 AM | More Than a Job: Careers Built in Convenience<br>Aisha Jefferson, Jhaddaka (JD) Leverette | People | Panel | Ballroom E/F/G |
| 8:00 AM – 8:45 AM | Ownership vs. Hosting: An EV Charging Case Study for Convenience Retailers<br>Aaron Young, Vince Cipollone, Gen Comtois | Fuels | Case Study | Ballroom C |
| 8:00 AM – 8:45 AM | The Battle for Back Bar Space | Category Management | Masterclass | Pavilion 10/11 |

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| TIME | SESSION | TRACK | FORMAT | LOCATION |
|---|---|---|---|---|
| | Jasmeet Chawla, Margaret Mannion | | | |
| 8:00 AM – 8:45 AM | ** What Top Retailers Do Differently<br>Jayme Gough | Business Strategy | Masterclass | Pavilion 1/2 |
| 8:00 AM – 8:45 AM | What You Don't Know Can Cost You<br>Lisa Rountree, Eddie McFarlane | Future Ready | — | NACS Future of Convenience Booth (C400) |
| 8:00 AM – 8:45 AM | What's Next in Beverages<br>Nicholas Reed | Category Management | Case Study | Ballroom A |
| 8:00 AM – 8:45 AM | ** What's Convenient Now? Gen Z & Gen Alpha Weigh In<br>Frank Gleeson, Crystal Maggelet, Jason Zelinski +2 more | Business Strategy | Panel | Ballroom B |
| **8:30 AM – 10:15 AM** | Supplier Session: Convenience Connect<br>Chris Everson, Webb Roberts, John Buehler +6 more | Supplier | Roundtable | Pavilion 9 |
| **9:00 AM – 10:00 AM** | Beyond the Pump: Building the Intelligent Site That Drives Loyalty and Profit<br>Andy Bennett, Gen Comtois, Mukul Dhankhar +1 more | Fuels | Panel | Pavilion 10/11 |
| 9:00 AM – 10:00 AM | ** How Convenience Stores Can Win Against QSRs<br>Andrew Davis, John Moran | Foodservice | Case Study | Pavilion 1/2 |
| 9:00 AM – 10:00 AM | ** Lessons from CEOs: Winning Through Political Engagement<br>Scott Zietlow, Natalie Morhous, Doug Kantor | Government Relations | Case Study | Ballroom B |
| 9:00 AM – 10:00 AM | Positively Energizing Leadership<br>Emma Seppälä, Navjot Sandhu | People | Masterclass | Pavilion 3/4 |
| 9:00 AM – 10:00 AM | The 2026 Conexxus Technology Roadmap: Building Capabilities for the Future<br>Gray Taylor, Donald Emery, Linda Toth +1 more | Technology | Masterclass | Ballroom C |
| 9:00 AM – 10:00 AM | The NACS Coca-Cola Retailing Research Council's Insights on Driving Trips<br>Michael Sansolo, Richard Bode, Gavin Stoecker +2 more | Business Strategy | Panel | Ballroom A |
| 9:00 AM – 10:00 AM | The Next Wave in the Cold Vault<br>Diana Eberlein, Hayley Thrift | Category Management | Masterclass | Ballroom E/F/G |
| 9:00 AM – 10:00 AM | Your Customers Wallet is Going Digital? Are you ready?<br>Paul Ziv | Future Ready | — | NACS Future of Convenience Booth (C400) |

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## THURSDAY, OCTOBER 8TH

| TIME | SESSION | TRACK | FORMAT | LOCATION |
|---|---|---|---|---|
| **8:00 AM – 8:45 AM** | ** A Tale of Multiple Media Networks<br>Joell Robinson, Tommy Greenberg, Dan Seymour +1 more | Marketing | Panel | Ballroom B |
| 8:00 AM – 8:45 AM | Brand Stories That Stick: Amplifying Your Message Through Merchandise and Meaning<br>Rachel Bonsignore, Kaleigh Theriault | Marketing | Panel | Ballroom A |
| 8:00 AM – 8:45 AM | Freeing Up Time for Your Store Managers<br>Nathan Graham, Sherri Hart | People | Case Study | Ballroom E/F/G |
| 8:00 AM – 8:45 AM | Ideas in Action: Solutions From the Front Line, Part 1 | Operations | Show and Share | Pavilion 3/4 |
| 8:00 AM – 8:45 AM | ** Shopping for AI Without Breaking the Bank<br>Rick Rigby | Technology | Case Study | Pavilion 1/2 |
| 8:00 AM – 8:45 AM | The Rise of Residential Convenience Retail<br>Steve McKinley | Business Strategy | Case Study | Pavilion 10/11 |
| 8:00 AM – 8:45 AM | The Secret Sauce of Foodservice Marketing<br>Michelle Weckstein, David Jackson | Foodservice | Case Study | Ballroom C |
| 8:00 AM – 8:45 AM | Winning the AI Search Race<br>Damian Rollison | Future Ready | — | NACS Future of Convenience Booth (C400) |
| **9:00 AM – 10:00 AM** | ** Agentic AI for Around the Clock Retail<br>Jeff Hassman, Rick Rigby | Technology | Panel | Pavilion 1/2 |
| 9:00 AM – 10:00 AM | Fundamentals That Make or Break a Foodservice Program<br>Beth Hoffer, Ryan Krebs | Foodservice | Panel | Ballroom C |
| 9:00 AM – 10:00 AM | Ideas in Action: Solutions From the Front Line, Part 2 | Operations | Show and Share | Pavilion 3/4 |
| 9:00 AM – 10:00 AM | ** International Convenience Retail Innovation - Coffee as the Accelerator of Foodservice, Hospitality and Store Differentiation<br>Mark Wohltmann | Operations | Case Study | Ballroom B |
| 9:00 AM – 10:00 AM | Oh, SNAP! Navigating our New SNAP Landscape<br>Margaret Mannion, Eva Rigamonti, Stewart Fried | Government Relations | Case Study | Pavilion 9 |
| 9:00 AM – 10:00 AM | One Scan, Endless Possibilities<br>Stephanie Sikorski | Future Ready | — | NACS Future of Convenience Booth (C400) |
| 9:00 AM – 10:00 AM | The Bets That Built Empires: Why the Best Business Decisions Looked Wrong at First<br>Aaron Fossas, David Salyers | Business Strategy | Great Debate: Point Counterpoint | Ballroom A |
| 9:00 AM – 10:00 AM | Winning the Customer Before They Need to Refuel or Charge | Fuels | Panel | Pavilion 10/11 |

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| | Paul Ziv, John Eichberger, Art Sebastian | | | |
| 9:00 AM – 10:00 AM | **You Have Questions: Ask the Experts**<br>Wes Pate, Babir Sultan, Rebecca Gregory +7 more | Operations | Roundtable | Ballroom E/F/G |

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