



A professional resource and support organization for quality stone and tile craftsmen and their customers.

July 29, 2011

Dear Partner:

Can you believe it! Here we are just a few weeks away from our Annual Conference. We wanted to share some important information that will be helpful to you in preparation for this exciting event.

Included in this document you will find the itinerary as well as instructions on how to check in for your cruise. This is important because it will make your embarkation process so much easier and quicker.

TIP: In the "Manage My Cruise" section of the Carnival website (www.carnival.com) there is a lot of information (i.e. frequently asked questions, support and tips on preparing for your cruise, etc.)

If you have any questions at all, please don't hesitate to give me a call.

Doug Smith

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2011 Stone and Tile PRO Partner Conference

THEME: "Growing your Business"

ITINERARY

THURSDAY August 18th

We are sailing from the Port of Tampa

You can check in as early as 12:30 pm but make sure that you are there no later than 3:00 pm as the ship sails at 4:00.

5:30 to 6:30 MEET AND GREET in the Avant Garde Lounge on Promenade Deck

You will be given your Conference Registration pack and get a chance to say hello to all of us from Stone and Tile PROS and meet your fellow Partners. Open bar and light snacks will be provided.

Thursday evening... enjoy!

FRIDAY August 19th: (all day at sea)

9:00 am to 12:30 pm - Training Workshops in the conference room (Promenade Deck)

9:00 am to 10:45 am John Freitag: Growing and Expanding your Business

11:am to 12:30 pm Fred Hueston: Newest repair techniques

The rest of the day and evening is yours to enjoy!

SATURDAY

All day in Cozumel... enjoy!

SUNDAY

9:00 am to 12:45 pm Workshop and Partner Meeting in the conference room (Promenade Deck)

9:00 am to 10:00 am Jeff Farlow: Financial Processes Critically Important to Managing Your Business

10:10 am to 12:10 pm Partner Meeting.

- Debbie Shaw and Doug Smith will be discussing Partner Benefits and introducing new benefits as well as discussing what is slated for the near future.
- Jeff Handley from the MIA will be addressing the group and will discuss what the MIA is doing now to meet the needs of the restoration facet of the industry
- John Freitag, Director of The Stone and Tile School will talk about upcoming training courses that will be offered.
- Fred Hueston will address the group and discuss some ideas.
- You'll meet Stu Rosen from StoneShine / MB Stone

12:10 pm – 1:00 pm Break for lunch

1:00 pm - 2:30 pm Roundtable Discussion: Prepare for a very dynamic and valuable discussion focusing on Creative and Effective Marketing....

HIGHLIGHTS:

- Brian Kornet from Fabracleen (NY), who's business flourished in spite of the economic conditions in the past couple of years, will be addressing the Partners and sharing some of the core business values and creative marketing he used that propelled his business forward when even long established bigger businesses were falling by the wayside.
- Debbie Shaw will provide Free to Inexpensive (but Effective) Marketing Ideas to Grow Your Business. (You'll walk away with a resource rich CD)
- Marci DeMelis, Ken from Marble Perfect's wife, will be presenting a clever idea for appreciating customers and referral sources....
- Partners will share what marketing efforts have worked (or what has NOT worked) for them.

3:00 pm – 5:00 pm IICRC Certified Dimensional Stone Restoration and Maintenance Craftsman Task Force Committee members only

CHECKING IN FOR YOUR CRUISE

(Check in ahead! Checking in ahead of time will save you a lot of time and trouble on cruise day.)

Visit Carnival's Website @ www.carnival.com or www.carnivalcruiselines.com

You can register with Carnival Cruise Lines on their site if you like. This will make it easier for you to get to your booking information.

Once you're on the website look for "Manage My Cruise" at the bottom of the page.
When you **click** on that it will take you to a "Welcome" screen.

You can do several things here:

Check-In (Fun Pass) for your cruise ahead of time
Plan and Book your favorite activities
View your cruise documents and print luggage tags
Arrange for transportation to and from the pier

Click on "Access your booking now." You will find this under "Welcome Aboard"

You will need your:

Booking number: (Don't have it? Call us or Joel Wilder)
Name
Date of Birth
Ship Name: Inspiration
Sail Date: August 18, 2011

Submit this information

This will take you to "My Cruise Manager."

At this point you will see booking information.

Click on the "To Do List – View Details" and follow the instructions.

a. Check-In. (Complete all 4 steps of this process)

You will be given an option at the end of the process to print your documents and luggage tags.

If you need more luggage tags go back and print as many as you need. There's an option to print luggage tags.

In the "Manage My Cruise" section of the website there is a lot of information (i.e. frequently asked questions, support and tips on preparing for your cruise, etc.)

You will find that if you complete all the information ahead of time, your cruise day will be a lot less hectic.

If you can't find what you need on Carnival's website call our Cruise Planner, Joel Wilder at: 866-791-5171 for assistance.