



CSNA Conference

DATE: Thursday, 31 May 2018

VENUE: Fitzpatrick Castle Hotel, Killiney, Dublin

HIGHLIGHTS

- Inaugural conference with keynote speakers and panel discussion
- Expert workshops on insurance, security, human resources and food
- Networking opportunities
- Lunch and refreshments provided

FREE TO CSNA MEMBERS

- Non-members €100
- Pre-booking essential as places are limited

To secure your seat at the industry event of the year, visit www.csna-tickets.eventbrite.ie or contact Laura on 045 535050



CSNA to host retail event of the year in celebration of 30th anniversary

The CSNA National Conference will commence at 10.30am with exciting keynote speakers including Joe Barrett, chief



The association's Executive look forward to marking its 30th anniversary in style, with National Conference and AGM, followed by a 30th Anniversary Gala Dinner

operations officer, Applegreen and Willie O'Byrne, managing director, BWG Foods alongside event sponsor representatives, Dermot Griffin, CEO and Miriam Donoghue, corporate and communications manager of the National Lottery. This will be followed by an interesting panel discussion and a suite of four interactive breakout workshops on hot topics; Food, Human Resources, Insurance and Security, facilitated by Olivia Lane O'Brien, Pat Brady, Gerry Monks and Ciaran Reilly respectively.

The CSNA Annual General Meeting will take place thereafter and the conference will close with superb networking opportunities for delegates. A complimentary three course lunch and refreshments will be provided throughout the day for all delegates. CSNA members can attend the conference for free and non-members and trade who wish to attend can purchase tickets at a cost of

€100pp. Conference tickets must be pre-booked at www.csna-tickets.eventbrite.ie and please note that places are limited so early booking is advised to avoid disappointment.

The CSNA 30th Anniversary Gala Dinner takes place later that evening and this VIP package includes a champagne reception, delicious five course meal, live entertainment and a selection of amazing prizes to be won on the evening. Tickets are available from the CSNA office on 045 535050, at a cost of €125pp.



CSNA chief executive Vincent Jennings with national president Ann Martyn at the launch of the 30th anniversary celebrations

"The CSNA is an association run by retailers for retailers," said chief executive officer Vincent Jennings, speaking at the event's launch. "It is as relevant today as it was 30 years ago, despite the fact that we have had to adapt to immense change within the industry during this period," he added. "As an association, we continue to grow and develop our membership and benefits to our members. We enjoy an extremely good relationship with all of our suppliers and as an association, we're consistently making great strides at all levels of government."

PROGRAMME OF EVENT:

10.30am	Registration
	Tea, coffee and pastries on arrival
11am	Guest speakers and panel discussion, featuring Joe Barrett, Applegreen; The National Lottery representatives Dermot Griffin and Miriam Donoghue, Willie O'Byrne, BWG and Ann Martyn, CSNA
12.30pm	Complimentary three course lunch for delegates
1.30pm	Breakout workshops on Food, Insurance, Human Resources and Security
3.15pm	AGM with presentations by CEO, Vincent Jennings and CSNA Sub-Committees
4.45pm	Networking
	Tea, coffee, hot and cold finger food
5.30pm	Conference concludes

Calling all trade...Sponsorship opportunities!

The CSNA is celebrating 30 years representing and supporting your customers, with over 1,500 members this organisation is certainly one worth supporting. The National Conference and Gala Dinner will take place on 31 May and there are limited sponsorship opportunities available to your business with options to suit all budgets and requirements.

It's not too late to get involved and ensure that your brand stands out from the crowd at this very special event.

Align your brand with Ireland's leading association, run by retailers for retailers like some of the existing sponsors; The National Lottery, Excel Recruitment, Budget Greetings Cards, Butlers Chocolates, The RTÉ Guide,

Brennan Bakeries and JTI Ireland to mention but a few.

From sponsoring a retailer to attend the event to title sponsorships of our workshops and Gala Dinner we have lots of options with tangible benefits. For details of all our sponsorship opportunities, call Carey-Ann on 052-6184343 or email info@redpr.ie.

A sneak preview at the much-anticipated workshops

As part of The CSNA National Conference, there are four interactive break out workshops. Following a survey to assess our business and what aspects would be of most value to our members, the association has put together a professional programme with industry experts offering delegates top class information and advice in the areas of Food, HR, Insurance and Security. The workshops will run two at a time opposite one another so we encourage members attending to register a partner or store manager to attend the event also, to ensure you get all the information available on the day and maximise the value from this action-packed conference.



Carmel Felle, Joe Tierney, Vincent Jennings and Laura Fogarty

FOOD: A practical approach

This practical workshop facilitated by Olivia Lane-O'Brien is simply not to be missed offering tips that will impact on your bottom line. Retailers will look at a real cold deli tall sandwich chill unit and enjoy demonstrations on best practice display techniques. Olivia will also demonstrate tips on how to make delicious full-looking products that are profitable while highlighting costly mistakes that staff tend to make which in turn eats into your profits. Olivia

will then look at the whole area of profit margin in relation to the deli aspect of your store and how with a little creativity and efficient practices you can enjoy a much healthier return on this area of your store. There will also be a sharp focus on staff and the difference they can make when encouraging the consumer to spend at your deli. Finally, Olivia will look at the fashionable 'chopped' concept which is taking the nation by storm.

HR - CONFLICT IN THE WORKPLACE: Avoiding it and resolving it

This workshop covers the practical principles of employment law for business owners from a Human Resources perspective, giving participants the information they want without the legal jargon. Pat Brady has decades of HR experience and he will describe best practice in relation to grievance handling, due process and fair procedure and alternative dispute resolution. Dealing with the Workplace Relations Commission can send shivers down one's spine but that doesn't have to be the case, as part of this interactive workshop participants will gain a great deal of insight into how best to deal with the WRC. The workshop will close with a problem-solving questions and answers session to ensure participants get real value from this HR workshop, specific to their individual employment issues and requirements. This workshop is kindly sponsored by Excel Recruitment who will close the session with a short presentation on the importance of hiring good staff and top tips on how to do so.

Incoming CSNA national president Marcella O'Neill

INSURANCE - CLAIMS: How to prevent and protect

In this age of what seems like ever-increasing insurance premiums, Gerry Monks of JDM Insurance offers over 20 years of experience in the retail aspect of insurance. Gerry gives professional insight and valuable know-how to retailers on all things insurance every day, there's little he hasn't dealt with over the years. Many retailers will be familiar with Gerry and may even receive his regular newsletter or read his expert blog on various retail insurance subject matters. Prevention

is the greatest cure, as self-employed retailers we all know that to be true but how can we prevent insurance claims in a society which seems so accepting of a claiming culture? Gerry looks at ways to prevent such claims and effective ways you can protect your business from the result of such claims should accidents happen. Gerry will also look at ways to protect your business against needless increases in your business premiums.

SECURITY: Protecting your business and your staff

Stephen Goode of MTS Security served as a member of An Garda Siochána for many years and notably spent over 10 years in the National Crime Prevention Unit so he certainly brings a wealth of experience to this workshop. He will guide retailers through the issues that really matter and those which cause most concern; from the latest robbery trends emerging and how to prevent them to staff safety measures and protocols worth implementing in your store today there are many worthwhile aspects to this workshop. Stephen will also look at key shoplifting insights and latest statistics from the Nation Crime Prevention Unit of An Garda Siochána and how best to prepare your staff to deal with aggressive customers. Stephen will close the session with a questions and answers segment offering delegates the opportunity to ask the expert about the issues that they are most concerned about, offering them professional advice specific to their business. ■

CSNA CONTACT DETAILS

If you have any queries regarding CSNA services or membership please contact the office on Naas Road, Dublin 22 on 045-535050 or by email to info@csna.ie/www.csna.ie