Return On Insight NACSSHOW2026

Education Sessions

Schedule at a Glance

57 sessions · As of 11/3/26

TUESDAY, OCTOBER 6TH

TIME	SESSION	TRACK	FORMAT	LOCATION
12:30 PM – 1:15 PM	**Breaking the 90-Day Escape: A Roadmap for Onboarding** Alisha Black	People	Case Study	Pavilion 3/4
12:30 PM – 1:15 PM	**Build, Buy or Remodel Smart Strategies for Store Growth** Irfan Tejani	Business Strategy	Masterclass	Ballroom C
12:30 PM – 1:15 PM	**Can Self-Checkout Sell Age-Restricted Products Safely?** James Hervey, Lisa Rountree	Future Ready	—	NACS Future of Convenience Booth (C400)
12:30 PM – 1:15 PM	**Inside the Commissary Model** Nathan Bartlett	Foodservice	Case Study	Ballroom A
12:30 PM – 1:15 PM	**Puff, Purchase, Repeat -- Winning With Tobacco Loyalty** 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** 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** Andy Lupo, Nick East	Business Strategy	Masterclass	Ballroom B
1:30 PM – 2:30 PM	**Beyond Credit Cards: Digital Wallets that Actually Work** 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** 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** 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** Heather Hearn, Courtney Trieger	Operations	Game Show	Ballroom E/F/G
1:30 PM – 2:30 PM	**Merchandising in the Moment** Philip Santini, Anna Kjerrumgaard	Category Management	Masterclass	Ballroom C
1:30 PM – 2:30 PM	**** State of the Industry Updates** Chris Rapanick	Business Strategy	Masterclass	Pavilion 1/2

** Session available with translation

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TUESDAY, OCTOBER 6TH

TIME	SESSION	TRACK	FORMAT	LOCATION
1:30 PM – 2:30 PM	** Using Customer Insights to Personalize Promotions Michael Headly, Trevor Boomstra	Business Strategy	Case Study	Ballroom B
1:30 PM – 2:30 PM	Your Google Rating Is Costing You Customers Christina Scala, Josh Galecki	Future Ready	—	NACS Future of Convenience Booth (C400)
2:45 PM – 3:45 PM	** AI Hype Versus Retail Reality Brian Gray	Technology	Case Study	Pavilion 1/2
2:45 PM – 3:45 PM	Designing Better Stops for Professional Drivers 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 Suzy Badaracco	Foodservice	Masterclass	Ballroom A
2:45 PM – 3:45 PM	Food Safety Playbook: Top 5 Risks and Practical Solutions for Small Operators 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 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? Debnil Chowdhury, Denton Cinquegrana, John Eichberger	Fuels	Masterclass	Ballroom B
2:45 PM – 3:45 PM	Privacy Is Becoming a Competitive Advantage Matt Durand, Jon Taets	Future Ready	—	NACS Future of Convenience Booth (C400)
2:45 PM – 3:45 PM	Women in Convenience: Networking Roundtables 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 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 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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WEDNESDAY, OCTOBER 7TH

TIME	SESSION	TRACK	FORMAT	LOCATION
	Jasmeet Chawla, Margaret Mannion			
8:00 AM – 8:45 AM	** What Top Retailers Do Differently Jayme Gough	Business Strategy	Masterclass	Pavilion 1/2
8:00 AM – 8:45 AM	What You Don't Know Can Cost You Lisa Rountree, Eddie McFarlane	Future Ready	—	NACS Future of Convenience Booth (C400)
8:00 AM – 8:45 AM	What's Next in Beverages Nicholas Reed	Category Management	Case Study	Ballroom A
8:00 AM – 8:45 AM	** What's Convenient Now? Gen Z & Gen Alpha Weigh In Frank Gleeson, Crystal Maggelet, Jason Zelinski +2 more	Business Strategy	Panel	Ballroom B
8:30 AM – 10:15 AM	Supplier Session: Convenience Connect 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 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 Andrew Davis, John Moran	Foodservice	Case Study	Pavilion 1/2
9:00 AM – 10:00 AM	** Lessons from CEOs: Winning Through Political Engagement Scott Zietlow, Natalie Morhous, Doug Kantor	Government Relations	Case Study	Ballroom B
9:00 AM – 10:00 AM	Positively Energizing Leadership 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 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 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 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? 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 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 Rachel Bonsignore, Kaleigh Theriault	Marketing	Panel	Ballroom A
8:00 AM – 8:45 AM	Freeing Up Time for Your Store Managers 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 Rick Rigby	Technology	Case Study	Pavilion 1/2
8:00 AM – 8:45 AM	The Rise of Residential Convenience Retail Steve McKinley	Business Strategy	Case Study	Pavilion 10/11
8:00 AM – 8:45 AM	The Secret Sauce of Foodservice Marketing Michelle Weckstein, David Jackson	Foodservice	Case Study	Ballroom C
8:00 AM – 8:45 AM	Winning the AI Search Race Damian Rollison	Future Ready	—	NACS Future of Convenience Booth (C400)
9:00 AM – 10:00 AM	** Agentic AI for Around the Clock Retail Jeff Hassman, Rick Rigby	Technology	Panel	Pavilion 1/2
9:00 AM – 10:00 AM	Fundamentals That Make or Break a Foodservice Program 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 Mark Wohltmann	Operations	Case Study	Ballroom B
9:00 AM – 10:00 AM	Oh, SNAP! Navigating our New SNAP Landscape Margaret Mannion, Eva Rigamonti, Stewart Fried	Government Relations	Case Study	Pavilion 9
9:00 AM – 10:00 AM	One Scan, Endless Possibilities 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 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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THURSDAY, OCTOBER 8TH

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

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