



SMCo Thrift

**NATIONAL TRAINING
CONFERENCE**
spring 2021



Agenda

Monday, March 8th

Time	Topic
9:00 AM	Check In
10:00 AM	Welcome & Introduction
10:30 AM	Session 1: Capturing Donations
12:30 PM	Lunch
1:30 PM	Session 2: Sorting & Pricing Donated Items
3:30 PM	Session 3: Metrics
5:00 PM	Wrap Up

Tuesday, March 9th

Time	Topic
9:00 AM	Meet & Greet
10:00 AM	Session 4: Leading People
11:00 AM	Session 5: Customer Service
12:00 PM	Lunch
1:00 PM	Session 6: Merchandising & Pulls
3:00 PM	Session 7: Marketing & Communications
3:45 PM	Session 8: Budgeting, Capital Investments, and Real Estate
4:30 PM	Open Forum

All times are Eastern Standard Time.



Virtual Workbook & Presentation Access

The Spring 2021 SMCo Thrift National Training Conference presentation slides can be accessed with the below information.

Link: <https://smcothrifthome.com/spring-2021-conference-access/>

Username: spring2021conference

Password: DoThriftBetter!