

## Habitat Canada's 2025 ReStore Conference Agenda

Monday, October 20 - Thursday, October 23

### Monday, October 20

Time	Activity	Location
2:00 p.m.	Habitat Canada Distribution Centre tour	Distribution Centre
3:00 p.m.	Shuttle to Hockley Valley Resort	Meet in parking lot
4:00 p.m.	Hotel check-in	Hockley Valley Resort
4:00 p.m.	Name badge pick-up	Main lobby foyer
5:00 p.m.	Welcome reception and dinner *Dinner begins at 6:00 p.m.	Restaurant 85

### Tuesday, October 21

Time	Activity	Location
7:00 a.m.–8:00 a.m.	<i>Breakfast</i>	Restaurant 85
7:00 a.m.–8:00 a.m.	Name badge pick-up	Montclair foyer
8:30 a.m.–9:00 a.m.	Welcome and opening ceremonies	Montclair AB
9:00 a.m.–10:00 a.m.	Turning data into direction	Montclair AB
10:00 a.m.–10:30 a.m.	<i>Break</i>	Montclair foyer
10:30 a.m.–11:00 a.m.	Turning data into direction, continued	Montclair AB
11:00 a.m.–12:00 p.m.	Powered by people: Volunteer success in the ReStore	Montclair AB
12:00 p.m.–1:00 p.m.	<i>Lunch</i>	Restaurant 85
1:00 p.m.–1:30 p.m.	Powered by people, continued	Montclair AB
1:30 p.m.–2:30 p.m.	Smart, simple, social: Marketing that moves inventory and builds community	Montclair AB

2:30 p.m.–3:00 p.m.	<i>Break</i>	Montclair foyer
3:00 p.m.–4:00 p.m.		
4:00 p.m.–5:00 p.m.	Teambuilding activity	Montclair AB
5:00 p.m.–6:00 p.m.	<i>Free time</i>	
6:00 p.m.–8:00 p.m.	Group dinner	Restaurant 85
8:00 p.m.	Bonfire	Babbo patio

### Wednesday, October 22

Time	Activity	Location
7:00 a.m.–8:00 a.m.	<i>Breakfast</i>	Restaurant 85
8:15 a.m.–8:30 a.m.	Welcome to day 2	Montclair AB
8:30 a.m.–10:45 a.m.	Elevating employee experience through journey mapping	Montclair AB
10:45 a.m.–11:00 a.m.	<i>Break</i>	Montclair foyer
11:00 a.m.–12:00 p.m.	From service to experience: Transform customer service into loyalty	Montclair AB
12:00 p.m.–1:00 p.m.	<i>Lunch</i>	Restaurant 85
1:00 p.m.–2:00 p.m.	From backroom to bottom line: Merchandising that moves inventory and builds community	Montclair AB
2:00 p.m.–2:30 p.m.	<i>Break</i>	Montclair foyer
2:30 p.m.–4:00 p.m.	Fuelling innovation: What works, what's next	Montclair AB
4:00 p.m.–4:30 p.m.	Moving Forward with Pedro Barata	Montclair AB
4:30 p.m.–5:00 p.m.	Award ceremony	Montclair AB
5:00 p.m.–6:00 p.m.	<i>Free time</i>	
6:00 p.m.–8:00 p.m.	Group dinner	Restaurant 85
8:00 p.m.	Ghoulish gathering	Montclair AB

## Thursday, October 23

<b>Time</b>	<b>Activity</b>	<b>Location</b>
7:00 a.m.–8:00 a.m.	<i>Breakfast</i>	Restaurant 85
8:30 a.m.–9:00 a.m.	Welcome to day 3	Montclair AB
9:00 a.m.–10:00 a.m.	Blueprint for excellence: Inside Canada's #1 ReStore	Montclair AB
10:00 a.m.–10:45 a.m.	<i>Break and check-out</i>	Montclair Foyer
10:45 a.m.–12:00 p.m.	Why they say yes: Understanding donor motivation	Montclair AB
12:00 p.m.–1:00 p.m.	<i>Lunch</i>	Restaurant 85
1:00 p.m.–2:00 p.m.	Reflections with Karen Coviello	Montclair AB
2:00 p.m.	<i>Break to go</i>	Montclair foyer
2:30 p.m.	Bus to go back to Toronto Pearson Airport	Meet at main entrance