



World Waterpark Association  
31st Annual  
**SYMPOSIUM & TRADE SHOW**

It's **NEW ORLEANS**

Symposium: Oct. 3-7, 2011  
Trade Show: Oct. 5-6, 2011  
Louisiana, U.S.A.

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**Enjoy Beignets & Coffee before heading into our Keynote**

## Supercharge Your Life & Business -- Attend Our Keynote Session With Gregg Catalano!

**WWA unveils the topic and presenter for this year's all new Keynote Session!** If you want to refuel the tank, live an energized life and create positive energy in everything you do; then this is the one keynote you must attend! Catch Gregg's energy, enthusiasm and love for life as he shares with you the formula for living a happier, healthier and more Supercharged life!

Enjoy a New Orleans' favorite -- **Beignets and Coffee sponsored by the International Amusement & Leisure Defense Association (IALDA)** -- before sitting down for our hour-long Keynote Session, included in the Symposium Package.

### **Additional learning opportunities with Gregg:**

*SuperCharged: Living a Happier, Healthier, More Energized Life [How to Do It!]* Not sure how to do it? Bring your positive attitude from the morning keynote to this must-see session and enhance your learning as the "doc" provides all the tips & tricks needed to be able to re-energize yourself! This will build on what you've learned in the Keynote Session!

*How to Handle Hard to Handle Guests.* We've all run into them. They're the individuals that every staff member dreads! Understanding and communicating effectively with difficult guests is a must for your success and your sanity. Join Gregg as he shares with you the keys to successfully communicating with all types of visitors, and how to consistently remain positive, supportive, understanding and encouraging with even the most difficult guest.

**Meet our keynote speaker!** Recognized as one of the nation's top educational, recreational, and motivational speakers, Gregg Catalano is a unique presenter whose workshops are always "high energy," entertaining and informative. Named as "Teacher-of-the-Year," & "Coach-of-the-Year" twice during his 11 year teaching career, Catalano also holds a master's degree

**Session with Gregg Catalano!**  
**Sponsored by:**



in counseling education, and is licensed as a Chemical Dependency Counselor and Marital and Family Therapist.

**Don't forget to check out the newly revamped schedule for this year's show.** You'll find plenty of time to learn in educational sessions covering everything from operations to marketing to food & beverage to safety to maintenance and everything in between. Whether you are a long-time owner or GM or a brand new waterpark professional, we have sessions that will exceed your expectations.

Visit [www.waterparks.org/convention](http://www.waterparks.org/convention) to see more details. Better yet, Like us at Facebook at [Facebook.com/WorldWaterparkAssociation](https://www.facebook.com/WorldWaterparkAssociation) and get the latest updates and offers!



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