

TIM MONTGOMERY

PRESENTER HELPFUL INFO

Event: CONVERGE, NADP 20th Annual Conference & Exhibition

Buena Vista Palace Hotel & Spa, 407.827.2727

1900 Buena Vista Dr

Lake Buena Vista, FL 32830-2206

Your NADP Conference Workshop & Location:

Wednesday, September 3, 12:15 pm – 1:45 pm

Peer2Peer Luncheon Facilitator

Contact Centers: *Tips For Success*

Great Hall North & Center, Conference Level

Rounds of ten, you are table facilitator.

Wednesday, September 3, 2:00 pm – 3:30 pm

Creating A World Class Contact Center: An

Overview For Executives

Diamond/Emerald, Conference Level

Rounds of 10, 70 seats, LCD projector, wireless lav, computer wire for sound through system.

Please bring your own laptop to use for the PowerPoint presentation.

Your Hotel Reservation

Buena Vista Palace Hotel & Spa

Confirmation # 112187912, King

- Guaranteed late arrival on September 2
- Guaranteed late check out on September 4.

Hotel Bill: Two nights of your lodging will be direct billed to NADP's master account. You will be responsible for incidentals and must put down a deposit upon arrival.

Please keep a copy of your receipts and submit them to Jeff Hurt after the event for payment.

Upon arrival, if there is a problem with your hotel reservation, please contact:

1. Jeff Hurt 214.xxx.xxxx
2. Jacquee Hausman, Group Housing Coordinator
407.xxx.xxxx.

Shuttle Info

Mears Shuttle operates shared rides and Luxury Sedans from the airport to the Buena Vista Palace. Shared rides are approximately \$19 per person one way.

Reservations can be made online at Mears Shuttle:

<https://secure.mearstransportation.com/>

407.423.5566 The drive from the airport to the hotel is approximately 30 minutes but total travel time can vary based on shared or individual shuttle services. Taxis will be \$30-\$50 one way.

Nametags:

You can pick up your name tag and registration packet at the CONVERGE registration area in Great Hall Assembly area on the Conference Level of hotel.



Handouts:

Your workshop assistant will distribute your handouts to attendees.

Conference Office:

Westminster, Conference Level of hotel.

Introductions:

Your workshop assistant may offer to introduce you. If not, please feel free to ask someone in your audience or to start without an introduction.

Access to your room before your session:

You can access your room 30 minutes before your presentation.

AV Issues:

Our AV vendor will be ready to assist if there are problems. Due to stretched budgets, we cannot provide additional AV equipment if you did not order it in advance or if it was not approved in advance.

Workshop Assistants:

You will have one workshop assistant who will check name badges as people enter, distribute handouts and evaluations, take attendance and assist NADP with logistics.

Evaluations:

All evaluations will be picked up by the workshop assistants and delivered to our onsite education office. We will mail your scores and comments once everything had been compiled.

Contact Information

Jeff Hurt's Cell: 214.xxx.xxxx

Please contact Jeff Hurt if you have problems with your arrival, housing or will not be able to attend due to an unexpected emergency.

Jeff Hurt & NADP Staff Hotel:

Jeff Hurt and NADP Staff will be staying at the Buena Vista Palace. Jeff arrives Friday, August 29 with remainder of staff arriving on Monday, Sept. 1, 2008.

Have a safe trip and we'll see you in Florida!

A handwritten signature in black ink, appearing to read "Jeff Hurt". The signature is stylized and somewhat cursive.