



## 2005 Conference Agenda *"Technology: The Bridge to Customer Service"*

### Sunday May 22, 2005

TIME	EVENT	LOCATION
12:00pm – 5:00pm	Registration	Conference Area Lobby
6:00pm – 7:00pm	First Time Attendee & Int'l Delegates Reception	Victoria Room (2 <sup>nd</sup> Level Main Lobby)
7:00pm – 10:00pm	President's Reception Sponsor:	Grand Ballroom
10:00pm – Midnight	Hospitality Suite	Royal Suite Room 717

### Monday, May 23, 2005

TIME	EVENT	LOCATION
7:00am – 9:00am	Late Registration	Conference Area Lobby
8:00am – 9:00am	Breakfast Buffet	Grand Ballroom (Section A & B)
9:00am – 9:30am	Opening Remarks	Grand Ballroom (Section C & D)
9:30am – 10:30am	Roll Call	Grand Ballroom (Section C & D)
10:30am – 10:45am	BREAK	Conference Area Lobby
10:45am – 12:00pm	Opening Business Meeting	Grand Ballroom (Section C & D)
12:00pm – 1:30pm	LUNCH	Grand Ballroom (Section A & B)
1:30pm – 2:45pm	Keynote Speaker David Scott: "Having a Bad Day?"	Grand Ballroom (Section C & D)
2:45pm – 3:00pm	BREAK	Conference Area Lobby
3:00pm – 4:30pm	Int'l Corporate Law Panel Discussion	Grand Ballroom (Section C & D)
Evening Event Sponsor: Dun & Bradstreet		
5:30pm – 6:30pm	Tour of Gallery & Cocktail Hour	
6:30pm – 7:45pm	Dinner at the Beaverbrook	Saint John Ballroom
10:00pm – Midnight	Hospitality Suite	Royal Suite Room 717

### Tuesday, May 24, 2005

TIME	EVENT	LOCATION
8:00am – 9:00am	BREAKFAST	Grand Ballroom (Section A & B)
9:00am – 10:00am	Keynote Speaker: Jerry Mechling "Technology – A Bridge to Customer Service"	Grand Ballroom (Section C & D)
10:00am – 10:15am	BREAK	Grand Ballroom Lobby
10:15am – 12:00pm	IACA Merit Awards	Grand Ballroom (Section C & D)
12:00pm – 1:15pm	LUNCH	Grand Ballroom (Section A & B)
1:15pm – 2:45pm	Mark Molitar "Unleashing the Power of Your Team"	Grand Ballroom (Section C & D)
2:45pm – 3:00pm	BREAK	Grand Ballroom Lobby
3:00pm – 4:30pm	Mark Molitar Cont'd	Grand Ballroom (Section C & D)
Evening Event: IACA Fish Market / Comedy Club		Grand Ballroom
5:45 pm – 6:45pm	Recreation Time, Refreshments, etc.	
6:45pm – 8:00pm	Dinner Buffet	Grand Ballroom
8:00pm – 10:00pm	Evening Event	Grand Ballroom
10:00pm – Midnight	Hospitality Suite	Royal Suite Room 717

### Wednesday, May 25, 2005

TIME	EVENT	LOCATION
8:00am – 9:00am	Continental Breakfast	Grand Ballroom (Section A & B)
9:00am – 10:15am	Concurrent Section Programs BOS ITS STS	TBD TBD TBD
10:15am – 10:30am	BREAK	Grand Ballroom Lobby
10:30am – 12:00pm	Concurrent Section Programs BOS ITS STS	TBD TBD TBD
12:00pm – 1:30pm	BRUNCH	Grand Ballroom (Section A & B)
1:30pm – 2:45pm	Concurrent Section Programs BOS ITS STS	TBD TBD TBD
2:45pm – 3:00pm	BREAK	Grand Ballroom Lobby
3:00pm – 4:30pm	Concurrent Section Programs BOS ITS STS	TBD TBD TBD
FREE EVENING – DINNER ON YOUR OWN		
9:00pm – Midnight	Hospitality Suite	Royal Suite Room 717

### Thursday, May 26, 2005

TIME	EVENT	LOCATION
8:00am – 9:00am	BREAKFAST	Grand Ballroom (Section A & B)
9:00am – 10:30am	Norm Powell: Humorous Summary of IACA	Grand Ballroom (Section C & D)
10:30am – 10:45am	BREAK	Grand Ballroom Lobby
10:45am – 12:00pm	Closing Business Meeting	Grand Ballroom (Section C & D)
12:00pm – 1:30pm	LUNCH	Bruno's (Delta)
FREE AFTERNOON		
7:00pm – 8:00pm	Cocktail Reception Sponsor: CT Corporation	Grand Ballroom (Section C & D)
8:00pm – Midnight	Closing Banquet Sponsor: CT Corporation	Grand Ballroom (Section C & D)
Midnight - ???	Hospitality Suite	Royal Suite Room 717

**BOS – Business Organization Section  
 ITS – Information Technology Section  
 STS – Secured Transaction Section**