



## How will the Customer Excellence Conference benefit me and my company?

The biggest benefit you'll receive from attending the conference is learning how to use the OSAS and TRAVERSE software to its fullest potential, and making you and your staff more productive. In addition to a full schedule of educational sessions, you may also visit the Learning Lab. The Lab will be staffed by the Open Systems technical support group, who will be able to answer the questions you may have on a one-on-one basis. We encourage you to bring a list of questions with you, so start your list today.

There will also be Open Systems partners showing their products in the exhibit area and discussing how they relate to OSAS and TRAVERSE. In addition, your opportunity to meet and visit with other OSAS and TRAVERSE users is worth the trip in itself.

## What does the conference fee include?

The conference fee includes:

- o All educational sessions including applicable materials
- o Access to the Learning Lab and exhibit area
- o Refreshment breaks
- o Breakfast on Wednesday and Thursday
- o Lunch on Wednesday and Thursday
- o Dinner and entertainment at the hotel on Wednesday evening

## Are CPE credits available for the conference sessions?

Yes, CPE credits will be available for many of the sessions. You will be able to register for these credits in the sessions.

## What is the attire for the conference?

All events and sessions are business casual and will be held indoors. Dress for comfort and be prepared to learn.

## Where will the conference be held?

South Point Casino and Spa is located in the southwest valley of Las Vegas (9777 Las Vegas Blvd South, Las Vegas, NV 89183) just minutes away from the famous Las Vegas strip. Approximately 20 minutes from the airport and a \$35 taxi ride. The hotel offers a full spa, casino floor, 64 lane bowling center, 16 screen movie theatre and a variety of restaurants choices.

Sleeping rooms for the hotel must be booked directly with South Point. Book your room by August 29th and the rate is only \$70 per night!

The hotel is offering these rates from Sunday September 18th through Saturday September 25th. They are based on availability, so book early.

If you plan to arrive early or spend time after the conference visit: [www.visitlasvegas.com/vegas/index.jsp](http://www.visitlasvegas.com/vegas/index.jsp)

## Can my spouse join me?

Yes. Guest passes for breakfasts, lunches and the Wednesday dinner--including the entertainment--are available for \$195. The conference events are for adults only.

If you are planning on bringing your family there is certainly plenty for them to do on site to keep them busy.