



## Through the Looking Glass: Customer Service from the End-User Perspective

### APRA-FL State Conference 2017 Schedule At-a-Glance

*Times are approximate and subject to change*

*All conference activities will take place in the Harn Museum of Art, Chandler Auditorium*

#### **Thursday, June 8**

12:30 p.m.	Registration and Sign-in
1:00 p.m.	Welcome by APRA-FL President: Charles Snyder
1:15 p.m.	Keynote & Presentation: Armando Zumaya
2:45 p.m.	BREAK
3:00 p.m.	Making Yourself Vital to the Organization: Paul Caspersen
4:00 p.m.	Break Until Dinner
4:30 p.m.	Dinner Reception at Hilton
5:00 p.m.	Dinner at Hilton
6:00 p.m.	Harn "Museum Nights"

#### **Friday, June 9**

8:00 a.m.	Breakfast
8:45 a.m.	Vendor Introduction
9:00 a.m.	Keynote Sponsor Presentation: Doug Cogswell (Advizor Solutions)
10:00 a.m.	Data Analytics: Mark Egge
11:00 a.m.	BREAK
11:15 a.m.	Customer Service: Best Practice Panel
12:00 p.m.	Annual APRA-FL Business Meeting & Roundtable Lunch
1:15 p.m.	Sponsor Presentation
1:30 p.m.	Butterfly Museum Tour / Florida Museum of Natural History Special Exhibit
2:30 p.m.	Leveraging Relationship Mapping to Develop Gift Strategy: Charles Snyder
3:45 p.m.	Closing Remarks by APRA-FL President: Charles Snyder