



## 2012 Annual Convention Las Vegas, NV

### Building a Better Front Office Monday, April 16th

Faculty: Catherine Matthews, Hillary Myers

7:00-8:00am	Registration
8:00-8:15am	Introduction/Housekeeping
8:15-9:15am	<b>Front Office Fundamentals</b>
9:15-9:30am	Break
9:30-10:30am	<b>Setting up an Efficient Front Office</b>
10:30-10:45am	Break
10:45am-11:45am	<b>Measuring Your Front Office Staff</b>
11:45am-1:00pm	Group Lunch
4:30-6:30 pm	Exhibit Hall Grand Opening and Welcome Reception