

Breaking News

IIR's ECSW USA Division makes a donation to Arnold Palmer Hospital at October event in Orlando

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IIR's eCustomerServiceWorld USA Division, will make a donation to Arnold Palmer Hospital for Children & Women at its Third Annual North American Conference on Customer Management, taking place on October 16-19, at the Orlando World Center Marriott Resort.

Arnold Palmer Hospital serves the health care needs of more than 150,000 children and women in the Central Florida area and houses one of the country's busiest Labor and Delivery units with over 11,000 births per year. The hospital is part of Orlando Regional Healthcare and includes a regional center for neonatal care, a Congenital Heart Institute, maternal and pediatric intensive care surgical services as well as hematology/oncology services.

"The North American Conference on Customer Management is focused on putting the customer at the heart of the business and that is exactly what Arnold Palmer Hospital does," said Kim Rivielle, Managing Director of the Strategy and Marketing Events Division at IIR USA. "As busy as the hospital is, it has consistently received high customer satisfaction scores for children's hospitals. As a corporation, Orlando Regional Healthcare recently won the 'Employer of Choice' Award by Employer of Choice, Inc., a team of experts on employee retention and workplace trends."

The North American Conference on Customer Management a four-day forum that focuses on corporate growth, through managing all aspects of Customer Relationship, features sessions delivered by accomplished business minds from a wide range of industries.

The Keynote speaker panel features:

- Tom Peters, author and world-renowned and leading business guru
- Rudy Giuliani, visionary and Inspirational leader and former Mayor of New York City
- Tony Robbins, leadership and Negotiation Strategist
- Larry Bossidy , Former CEO of Honeywell
- Ken Blanchard, Co-Author of "The one minute manager"
- Horst Schulze, Former COO Ritz-Carlton
- Jackie Freiberg, Author of Business Best-Seller "Nuts!" and the sequel "Guts!"

Conference sponsors include TeleTech, ATG, Symmetrics, Burke, LRA Worldwide, Parago, Maritz, Satmetrix, Relationship Marketing, PRTM, Perseus, Walker, Forum Employment Technologies and Fast Company.

This event is open for registration and group discounts are available. For more information and to register, call Aloycia Bellillie on +1.212.661.3500 ext 3072, email abellillie@iirusa.com or visit: www.iirusa.com/ecsw-46.

About Institute for International Research

The Institute for International Research (IIR), organizers of NACCM, is the World's leading business information company, is an independent, privately owned company with an international network of offices and events in 35 countries. IIR was founded in 1973 and quickly established itself as the world's biggest conference company, to which was added training and exhibition activities. IIR's main offices are in New York, London, Frankfurt, Stockholm, Sydney, Buenos Aires, Johannesburg and Madrid. For more information, please visit www.iirusa.com/ecs-46

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