

BusinessWire

Fast Company Customers First Award Winners Form Discussion Panel at the North American Conference on Customer Management; Tips for Achieving Excellence from Award Winners

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Moderated by Jena McGregor, an interactive and live exclusive discussion with the recipients of Fast Company magazine's "Customers First Awards" will take place on Day One of the North American Conference on Customer Management (NACCM - www.iirusa.com/ecsw-46).

Fast Company Magazine, which covers ideas, trends and persons devoted to managing change in today's economy, has selected five businesses that have "mastered the art of customer service," as well as 10 runners-up and three companies in need of improvement. The recipients will be announced by Fast Company Magazine in their October issue.

Delegates will have the opportunity to meet the 2005 companies who have created a culture that's dedicated to service, and how their approach can work for your company.

Recipients of the 2004 awards included Trader Joe's, Wachovia, Chick-fil-A and Costco.

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 event will be held at the Orlando World Center Marriott Resort in Florida on October 16-19 2005.

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.

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