2016 OACS
ANNUAL FALL CONFERENCE

BUILDING ESSENTIAL KEYS TO SUCCESS

OHIO UNIVERSITY
ATHENS, OHIO

EXCELLENT SPEAKERS, EDUCATIONAL SESSIONS AND NETWORKING OPPORTUNITIES YOU WON'T WANT TO MISS!

251 N Main St.
Cedarville, OH 45314

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ANNUAL FALL CONFERENCE

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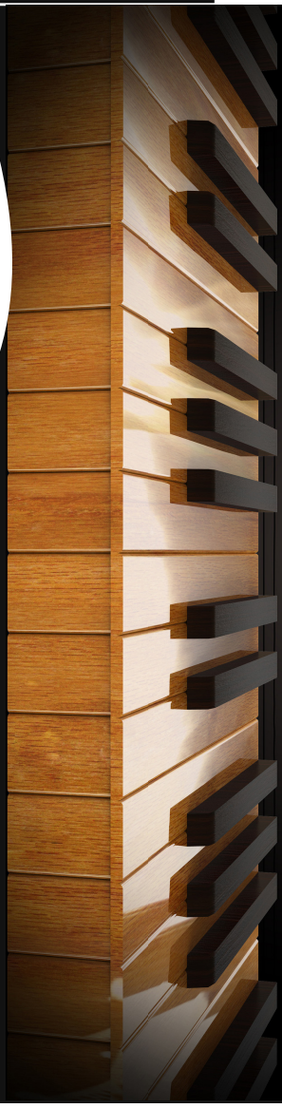

OHIO UNIVERSITY
ATHENS, OHIO
SEPTEMBER 28-30, 2016

Featuring John Formica "The Ex-Disney Guy"
& Entertainment by Dueling RhapsoD

ESSENTIAL KEYS TO SUCCESS

- HEAR EXCELLENT ADVICE ON CREATING A DYNAMIC CUSTOMER EXPERIENCE IN YOUR STORE
- LEARN KEY NAVIGATION TIPS FOR COURSE MATERIALS MANAGEMENT
- GAIN IDEAS THROUGH CAMPUS STORE TOURS
- NETWORK WITH PEERS
- MEET WITH KEY VENDORS
- SEE WHAT'S HOT IN COLLEGE STORES

FEATURING

JOHN FORMICA

JOIN US THIS FALL IN ATHENS OH!

Ohio University , home of the Bobcats, will host the 2016 Ohio Association of College Stores (OACS) conference. Enjoy the beautiful fall drive as OU is located just 75 minutes Southeast of Columbus on US Route 33.

HEAR FROM A SERVICE INDUSTRY EXPERT

John, the "Ex-Disney Guy", is a highly sought after internationally known speaker, business consultant and author of the top selling book, "Making the Customer Experience Magical Now!-How to Succeed in Business and Beat Out Your Competition Today".

He was recently featured in the Virgin Atlantic In-flight Magazine while completing two successful speaking tours in Australia and named "Australia's Best Customer Experience Coach" by the Melbourne Herald Star. He has also appeared on the NBC Morning Show, FOX, Univision, numerous business journals and radio, and has inspired audiences with over 2,500 keynotes and seminars throughout the U.S. and all across the globe.

During his 10 years at the Walt Disney World Resort in Orlando, FL, John was selected to manage their top luxury resort properties during Disney's Resort Division expansion from 4 to 16 hotels and lead his teams to achieve the highest guest satisfaction ratings among all Disney World Resort Hotels.

Today, John is "America's Customer Experience Coach" and leading authority on tourism, hospitality and service industries alike.

EARLY BIRD REGISTRATION

Register by July 31 and receive a $25 discount on your 2016-2017 Membership.

REGISTER AT

WWW.OACSOHIO.ORG

HOTEL ACCOMODATIONS

OHIO UNIVERSITY INN
331 RICHLAND AVE.
ATHENS, OH 45701
1-866-593-6661

CONFERENCE ROOM RATE IS 123.00 PER NIGHT PLUS TAX.

USE GROUP CODE 160928OACS .

SPECIAL MUSICAL GUESTS

TENTATIVE SCHEDULE

Wednesday, September 28th

- 12-4 Registration
- 1-2 "Becoming Invaluable to Your Campus" presented by Sidewalk
- 2:15-3:15 College Store Financial Survey
- 3:30-5:30 Store Tours
- 6:30-9 Welcome Reception at Jackie O's.

Thursday, September 29th

- 7:30-12 Store/Vendor Registration
- 8-9 Networking Breakfast
- 9-10:30 "Making the Customer Experience Magical" with John Formica
- 10:45 Breakout Sessions
- 12-1:15 Vendor Appreciation Lunch
- 1:30-2:15 "Making Relationships Magical" with John Formica
- 2:30-5:30 Trade show
- 5:30-6:30 Happy Hour
- 6:30-9:30 Dinner and Entertainment

Friday, September 30th

- 8-9 Breakfast
- 9-11:00 Breakout Sessions
- 11:15 Round tables
- 12:00 Lunch on your own