



**2012 Annual Convention  
Las Vegas, NV  
If Caesars, Southwest or Zappos Ran Your Urgent Care  
Monday, April 16th**

Faculty: Terry Byrnes, Jackie Thompson and Elia Lata

7:00-8:00am	<b>Registration</b>
8:00-8:15am	<b>Introduction/Housekeeping</b>
8:15-9:15am	<b>If Caesars Ran Your Urgent Care</b> Terry Byrnes, VP of Total Service Caesars Palace
9:15-9:30am	<b>Break</b>
9:30-10:30am	<b>If Southwest Airlines Ran Your Urgent Care</b> Jackie Thompson, Community and Grassroots Southwest Airlines
10:30-10:45am	<b>Break</b>
10:45-11:45am	<b>If Zappos Ran Your Urgent Care</b> Elia Lata, Operations Manager Zappos Insights
11:45-1:00pm	<b>Group Lunch</b>
4:30-6:30pm	<b>Exhibit Hall Opens National Convention Opening Reception</b>