



Exhibitor Appointed Contractor Association

11th Annual Conference

July 20-21, 2009

McCormick Place

Chicago, IL

Schedule-at-a-Glance

Monday, July 20

W179B

10:00am - 12:00pm REGISTRATION OPENS / COFFEE SERVICE

11:00am - 12:30pm **Keynote Presentation – David Causton, MPEA W179B**

The EACA's sole mission is about customer service. David Causton, General Manager of McCormick Place will speak on the development and implementation of the "Chicago Commitment" – McCormick Place's own special brand of customer service. He will review the challenges and successes of this program as well as how the EAC community can support the program as together we seek to create success in Chicago's shows.

12:30pm - 2:00pm

EACA Awards Luncheon

W179B

- Intrepid Award / Hall of Fame

2:00pm - 3:20pm

Session #1 The Challenge

W179B

Panel Discussion

Exhibitors continue to be challenged by escalating costs along with a growing trend in show rules that would seem to inhibit their success. This panel of exhibitor association leaders will outline the challenges they face and how they plan to respond.

3:30pm - 5:30pm

Board of Directors Meeting

W179B

-Election of new Directors/Officers

Members welcome for the last half hour

5:30pm - 7:00pm

11th Anniversary Member Reception

- 10 yr Club / Past Presidents

All EACA members are invited to a reception. Special presentations will be made to our "10 Year Club" members, as well as to all our Past Presidents.

Tuesday, July 21

8am - 11am REGISTRATION **W179B**

8am - 9am ***EACA Annual Meeting Breakfast*** **W179B**
Review of 2008-09
Introduction of new EACA President
Setting Agenda for 2009-10

9:15am - 10:45am **Session #2 We Respond** **W179B**

Panel Discussion

The EACA has recently undertaken a PR campaign to promote and support the efforts of our customer associations to bring about positive change to our industry.

11:00am - 3:00pm ***TS2 Exhibits***

Wednesday, July 26

10:00am - 3:00pm ***TS2 Exhibits***