



2020 CALENDAR OF EVENTS

Education Events

- Wednesday, February 5 Laurie Guest – Customer service keynote speaker, trainer and author specializes in customer service, staff development and improving customer engagement
Crowne Plaza – 1st Floor (Plaza G & H)
3000 South Dirksen Parkway, Springfield, IL 62703
- Week of May 3 National Travel & Tourism Week
Keynote & Location TBA
- Week of October 10 National Customer Service Week
Keynote with Continental Breakfast
Dove Center at HSHS - 619 E Mason St, Springfield, IL 62769
- November/ December Panel Presentation followed by a Winter Social - Toys for Tots Drive
Location TBA

Social Events

- Wednesday, March 25 Spring Social & Networking
Ace Sign Museum
32540 S 1st St, Springfield, IL 62704
- July Summer Social – 5th Anniversary Celebration
Location TBA
- September Tailgate Party
Knight's Action Park Drive-In
1700 Knights Recreation Drive, Springfield, IL 62711