



NEWS RELEASE

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Openings available in "customer focus" business conference

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The University of Southern Indiana Center for Human Resources Development will be one of 100 sponsors across the country for a "Customer Focus" teleconference on Wednesday, May 14. The 6 1/2-hour program will be led by Tom Peters and Ken Blanchard, best-selling business authors, and Marjorie Blanchard, a workplace productivity expert.

"WOW takes more than a minute: How to stay focused on the customer" will originate in Atlanta and is being presented by colleges and universities participating in the "Lessons in Leadership" distinguished speaker series. The program will go beyond the traditional view of service, emphasizing the relationship between employees and their "internal customers" -- co-workers, managers, and other colleagues within their organizations.

Openings still are available in the section planned at USI. Tickets range from \$199 to \$249, depending on group size. Choose one of the following to register or seek more information -- call: 800/689-9771; fax: 800/233-0937; e-mail: teams@wyn.com; Web site: <http://www.wyn.com>