



TENTATIVE  
AGENDA







# 2010 CAAG Annual Conference

Sea Palms Resort, St. Simons Island, GA  
March 19-20, 2010

## THURSDAY, March 18, 2010






11:00 am - 4:00 pm	Golf - Sea Palms \$80 including cart. Be sure you are signed up!		
4:00 pm	Hotel check in		
4:30 PM - 6:00 PM	Officers' and Directors' Meeting		
6:00 pm - 7:00 pm	Meet and Greet Reception "Putters Club" lounge.	Sponsored By  Atlanta Gas Light® <small>An AGL Resources Company</small>	 Heating & Air Conditioning <b>Amana</b> LASTS AND LASTS AND LASTS.™
7:00 pm	Dinner on your own. Enjoy the local eateries.		

## FRIDAY, March 19, 2010

8:00 am - 12:00 Noon	Golf - Sea Palms \$80 including cart. Be sure you are signed up!		
12:00 NOON - 4:00 pm	Registration		
1:00 pm - 2:00 pm	Exhibits Open	"Financial Benchmarking Part 1" <i>Ruth King, HVACChannel.tv</i>	Sponsored by 
2:00 pm - 3:00 pm		"Financial Benchmarking Part 2" <i>Ruth King, HVACChannel.tv</i>	Sponsored 
3:00 pm - 3:30 pm		Refreshment Break Exhibits Open	 Certified Electric, Inc.
3:30 pm - 4:30 pm		"World Class Customer Service Part 1" <i>Steve Coscia Coscia Communications Inc.</i>	Sponsored By: 
4:30 pm - 5:30 pm		"World Class Customer Service Part 2" <i>Steve Coscia Coscia Communications Inc.</i>	Sponsored By: 
6:30 pm - 7:30 pm		Meet and Greet Reception – Exhibits Open – PAC Silent Auction	Sponsored by  INDOOR COMFORT SYSTEMS Innovation never felt so good.™

7:30 pm - 9:00 pm	<b>Dinner, PAC Auction and Election of Officers and Directors</b>	<i>Sponsorship opportunity</i>
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**SATURDAY, March 20, 2010**

7:00 am - 8:00 am	Registration	
7:00 am - 8:00 am	Continental Breakfast Coffee and Danish	<p>Sponsored by</p> 
8:00 am - 9:00 AM	<p><b>"Financial Benchmarking Part 3"</b>  <i>Ruth King</i>  <i>HVACChannel.tv</i></p>	<p>Sponsored by</p> 
9:00 am - 9:30 am	Coffee Break Exhibits Open	<p>Sponsored by</p> 
9:30 - 11:30	<p><b>"World Class Customer Service Part 3"</b>  <i>By Steve Coscia</i>  <i><u>Coscia Communications Inc.</u></i></p>	<p>Sponsored by</p> 
11:00 am	Hotel Check Out	
11:30 am - 12:00 N	Licensing Board Update	
12:00 N - 1:00 pm	<p><b>CAAG General Membership Meeting</b>  <b>Chapter Reports</b>  <b>Legislative Update</b></p>	<p>Sponsored by</p> 
1:00 pm	Adjourn. Return Home or stay and enjoy Fishing, Golf, Sporting Clays	
	<p><i>Conference Signage sponsored by</i></p>	