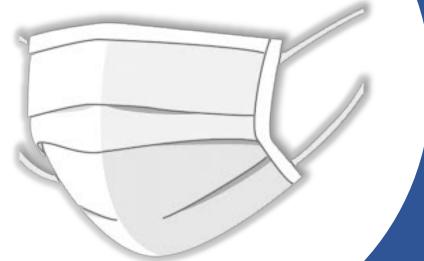


BEHIND THE MASK

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Tackling the Challenges of Excellent Service and Satisfaction

WHERE

The Blake Hotel
9 High Street
New Haven, CT 06510

WHEN

Thursday: Sept 19th

5:00pm - 8:00pm

Friday: Sept 20th

8:30am - 4:00pm