

A Great Place to Meet

PURDUE
UNIVERSITY

CONFERENCE DIVISION



Letter from the Director:

In my experience, change is often met with a certain measure of hesitation stemming from a simple human emotion, fear. What happens if I make a change and it fails? What is my safety net and how will it affect me?

In the meeting industry, we thrive on the unknown. As planners, we are in the business to manage all of the issues that arise at an event, anticipating every possible snag and managing every detail. Given your perspective, it could easily be said that we are either motivated by the unknown or that we flourish by it, but that's not to say we like it.

Change is a good thing. It is always refreshing to see people and services grow and change over time. Just like in the spring, we watch as the snow melts and the flowers bloom--change is good! At Purdue, we are excited to introduce new people, adjust our services to meet the needs of our customers, and simply adapt to the industry.

I hope you will seek change in your own organization and events, casting aside your unknowns in exchange for the great new ideas that may blossom.

Change is Good:

Purdue University is at the cutting edge of technology, research, and service. From the professors in their labs to the students striving to make a mark on society, people and ideas flourish in a climate conducive to growth and change.

It is this progressive climate that sets Purdue apart in the conference industry. From the level of service provided by key personnel, to the constant improvement to our facilities, Purdue's Conference Division is exceeding the expectations of clients! Here are just a few of the new changes to enjoy:

Focus on Service:

Mark Pagano, dean of Purdue Continuing Education and Conferences, has made an investment to support the service roles of his staff. Benefiting from mandatory customer service training, the staff at Purdue's Conference Division continues to serve its clients with a high level of customer care!

Award-winning Dining Courts:

Embracing the tastes of students, Purdue University's University Residences Dining Services is winning numerous awards for its creative new dining court system. Replacing traditional cafeteria-style service, Purdue has four dining courts, with one more under construction, offering a variety of food stations, including a Mongolian barbecue grill, stone hearth pizza oven, sizzling salads, and much more.

State-of-the-art Registration Services:

The Conference Division has expanded its registration services with the renovation of its registration area, including high-tech registration stations with computer terminals and on-site name badge printing, in addition to an easily accessible, attractive location.



Kathy Walters



Faces and Places:

- Kathy Walters, conference coordinator, earned the Certified Meeting Professional (CMP) designation. The CMP is awarded by the Convention Industry Council for meeting a high standard of proficiency in meeting management as demonstrated by substantial professional experience and superior examination performance.

Kris Monty



- Kris Monty joined the Purdue Memorial Union Catering and Events staff as catering manager. With an extensive background in foodservice, including her recent experience at Compass Dining Services, Kris has raised the bar on service provided by Purdue's on-site catering service!

Jennifer Smith



Kim Stockment



- Jennifer Smith and Kim Stockment joined the Conference Division as conference coordinators. With a combined ten years' experience in the events industry, Jennifer and Kim bring a wealth of experience to the department.

- Susan Xioufaridou, sales coordinator for the Conference Division, has been appointed to the board of directors for Indiana's Chapter of Meeting Professionals International.

Susan Xioufaridou



- Purdue University's Windsor Dining Court has won the outstanding design award from the *American School and University Magazine*. The magazine named the dining court a winner among facilities at postsecondary institutions in its November, 2006 issue.



Where is the Purdue Conference Division?

Taking an active role in the meetings industry, Purdue University participates in a wide variety of educational, promotional, and benchmarking activities, nationwide! Here are just a few of the places we have been and we are going:

January 2007: Religious Conference Management Association World Conference and Exposition, Louisville, KY

March 2007: Meeting Professionals International (MPI) MidAmerica Conference, French Lick, IN

March 2007: Association of Collegiate Conference and Events Directors-International National Conference, Baltimore, MD

April 2007: Hospitality Sales and Marketing Association International's Affordable Meetings Mid-America Conference and Exposition, Chicago, IL

June 2007: Indiana Chapter of Meeting Professionals International (IMPI) Golf Outing, Fishers, IN

July 2007: Fraternity Executives Association Annual Meeting, Orlando, FL

August 2007: Purdue Days at the Indiana State Fair, Indianapolis, IN