



# Service-Ability - The key to competitive advantage in the 21st century?

## Delegate Joining Instructions

Thank you for booking to attend this event, we hope you find it an enjoyable learning experience.

Please read the following information carefully.

**Event Venue:** Barcelo Redworth Hall  
Redworth  
County Durham  
DL5 6NL

**Map:** [Map to venue](#)

**Directions:** If driving to the venue, from junction 58 of the A1(M) take the A68 towards Corbridge. At the first roundabout please take the second exit onto the A6072 towards Bishop Auckland. At the second roundabout, again take the second exit. The venue is located approximately 200 yards on the left.

**Date:** 25 October 2012

**Times:** 18:00 – 18:30 Registration in the private Residents Lounge  
18:30 – 19:00 Presentation  
19:00 – 21:00 Dinner in the Kelvington Suite

**Contacts:** Prior to the event [email](#) or call +44 (0)1628 427 340  
On the day of the event call **Pauline Crossley +44 (0)7826596731**

### Please note:

- If you have any specific dietary requirements please email [CIM Events](#)
- To aid networking on the evening, a delegate list will be available to view.
- Videos/photographs may be taken during the event for CIM marketing purposes. If you do not wish to appear on such materials, please contact us prior to the event.
- CPD certificates and feedback questionnaires will be sent by email following the event, so please make sure we have your correct email address.
- Please notify us if you cannot attend the event.
- The Institute reserves the right to charge delegates who do not attend without giving us email notification at least 24 hours prior to event.
- If you are a non-member and would like to receive further information about Region and Branch events, please email the [CIM Events](#).