CUSTOMER SERVICE UPDATE
SLSC24

Contestants must participate in an Orientation the day prior to the competition, Monday, April 15. Contestant packets will be distributed, including preparatory information that is necessary for the simulation the following day on Tuesday, April 16. Appointment times will also be assigned at Orientation, and contestants must arrive 30 prior to their appointment time. Orientation time will be published in the official conference app in early March.

Contestants may review the packets any time after they receive them until their appointment time, and may write, highlight, or otherwise mark the packet they are provided. Simulations will last 15-20 minutes per contestant.