

# **CUSTOMER SERVICE UPDATE: SLSC25**

Contestants must participate in an Orientation on Tuesday, April 29. Contestant packets will be distributed, including preparatory information that is necessary for the simulation the following day on Wednesday, April 30. Appointment times will also be selected at random during Orientation, and contestants must arrive 30 prior to their appointment time. Check the conference app after April 1 for room location and time of orientation. Note that the orientation location may differ from the contest location.

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.