<p style="text-align: center; color: red;">***SAVE THE DATE***</p>

2026 POMS College of Service Operations Mini-Conference

Thursday, May 7, 2026, 8:00am – 5:30pm. Lake Tahoe, CA

Theme: SERVICE NETWORKS IN HIGHLY SEASONAL INDUSTRIES

Industries with extreme seasonality face a unique operational challenge: how to design, coordinate, and scale **service networks** that must rapidly expand and contract while maintaining quality, reliability, and guest experience. Join us for an on-site learning experience at **Northstar California Resort**, on the beautiful Lake Tahoe, where we will hear directly from senior leaders at **Vail Resorts** and their partner organizations. Through executive insights, shared discussion, and a behind-the-scenes resort tour, we will explore how service networks are designed and managed to perform across peak and off-peak seasons. It's not all work though; in the afternoon we will get out on the lake for outdoor recreational activities and experience one of the most beautiful lakes in the world.

Tentative Agenda

8:00am – 9:00am	Breakfast: Meet colleagues and PhD students for breakfast at the hotel and a brief discussion about the theme of the min-conference. Travel to Lake Tahoe together on a bus.
10:00am – 1:00pm	Northstar California Resort. Meet with senior managers from Vail Resorts and their partners, followed by lunch and a tour of the resort.
1:30pm – 4:30pm.	Outdoor recreational activities. More details to come.
6:00pm	We will join other colleges for dinner at the conference hotel.

Participation requires registration for the mini-conference, which can be obtained via the POMS conference website (at the same time or separately at a later time from the registration to the main conference). **Prepare to be outside and wear comfortable clothes and shoes as we will walk around the resort and participate in outdoor recreational activities**.

Registration link: https://pomsmembers.org/members/SelectConference.aspx

We look forward to seeing you all in Reno!

POMS College of Service Operations Board & Mini-Conference Organizers