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- Hurtado, Consultant, Ecuador.
- Session 4: Service Engineering Applied to Retailing," Luis R. Picazo and Fabian Martinez of Servicio Panamericano de Proteccion, Mexico.
- Session 5: "The Retail Industry: Competitive Strategy for the Twenty First Century," Robert Kahn, Retailing Today, United States.

12:00 to 6:00 Exhibition floor open.