

**The Yale
Customer
Insights
Conference
2023**

Conference Information

General Information

Conference Location

Yale School of Management
Evans Hall
165 Whitney Avenue
New Haven, CT 06511

Friday sessions in Zhang Auditorium. Saturday sessions in Classroom 2400.

Conference Schedule

Begins: Friday, May 12 at 8:30am with continental breakfast. Welcome remarks begin at 9:15am.
Concludes: Saturday, May 13 at 1:30pm.

Welcome Reception

Thursday, May 11, 6:00 – 8:00pm
The Study at Yale – Penthouse
1157 Chapel Street
New Haven, CT 06511

Friday Evening Reception

Friday, May 12, 5:15 – 7:00pm
The Beinecke Terrace, Evans Hall
165 Whitney Avenue
New Haven, CT 06511

Hotels

The Omni Hotel (203) 772-6664
155 Temple Street
New Haven, CT 06510

The Study Hotel (203) 503-3900
1157 Chapel Street
New Haven, CT 06511

Transportation

Metro Taxi (203) 777-7777
Heritage Taxi (203) 466-6666
Quick Taxi (203) 777-7778
Union Station 50 Union Avenue, New Haven, CT 06519

Frequently Asked Questions

How do I connect to WiFi?

The wireless connection name is YaleGuest. Simply open a browser, accept the terms and you will be able to connect.

Is there a Twitter hashtag?

Yes. We encourage you to tweet about the conference using **#YaleInsights23**

What is the dress code for the conference?

We encourage attendees to wear professional, business casual attire.

Where is the Friday evening reception?

The reception will be held in Beinecke Terrace on Evans Hall's second floor immediately following the conference, from 5:15 – 7:00pm.

Is transportation provided to the conference from nearby hotels?

Yes. A shuttle will be provided from the Omni New Haven Hotel and The Study at Yale Hotel on the mornings of Friday, May 12 and Saturday, May 13. Please refer to the Shuttle Schedule page for detailed timing.

Please note, transportation will not be provided for the Thursday evening Welcome Reception.

Is parking available nearby?

Parking for the Thursday evening Welcome Reception is available at one of the many public garages/lots in downtown New Haven. We do not provide vouchers for Thursday parking.

Parking for the Friday and Saturday sessions is available at the nearby Pierson-Sage Garage in New Haven.

Please refer to the Parking Information Page for details and directions.

How can I obtain presentation materials?

We will be posting videos of some conference speakers on our YouTube channel (<https://www.youtube.com/user/CCIYaleSOM/featured>). An email will be sent when the materials are available.

Contact our logistics lead:

Emily Ludington – 203.432.6183 emily.ludington@yale.edu

Shuttle Information

A shuttle will be available to transport conference attendees from the hotels to the conference on Friday, May 12, and Saturday, May 13.

Friday, May 12

- 7:45am – Early Shuttle Departs from The Study at Yale
- 8:00am – Early Shuttle Departs from The Omni New Haven
- 8:15am – Drop-off at Evans Hall
- 8:30am – Second Shuttle Departs from The Study at Yale
- 8:45am – Second Shuttle Departs from The Omni New Haven
- 9:00am – Drop-Off at Evans Hall

Saturday, May 13

- 8:00am – Shuttle Departs from The Study at Yale
- 8:15am – Shuttle Departs from The Omni New Haven
- 8:30am – Drop-Off at Evans Hall

Please note:

There are no shuttles provided for the Thursday, May 11 Welcome Reception. There is no shuttle returning to the hotels after the Friday evening reception.

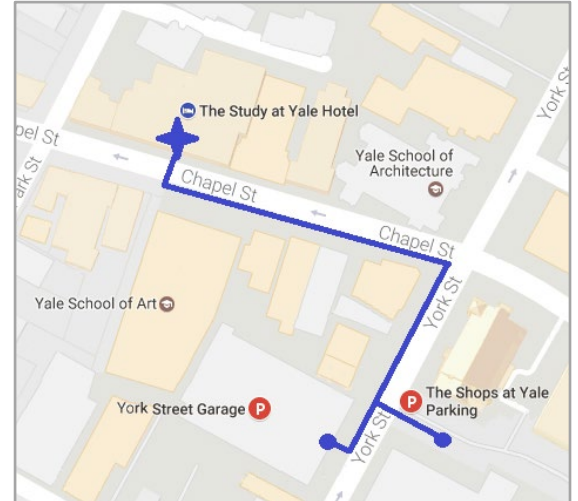
Parking Information

Thursday, May 11

Chapel-York Street Garage – 172 York Street

The Shops at Yale Parking – 161 York Street

For Thursday evening's Welcome Reception at The Study at Yale Hotel (1157 Chapel Street), you can park at any of New Haven's many public lots or garages. We recommend the Chapel-York Street Garage (172 York Street), a 3-minute walk from The Study.



Friday, May 12 and Saturday, May 13

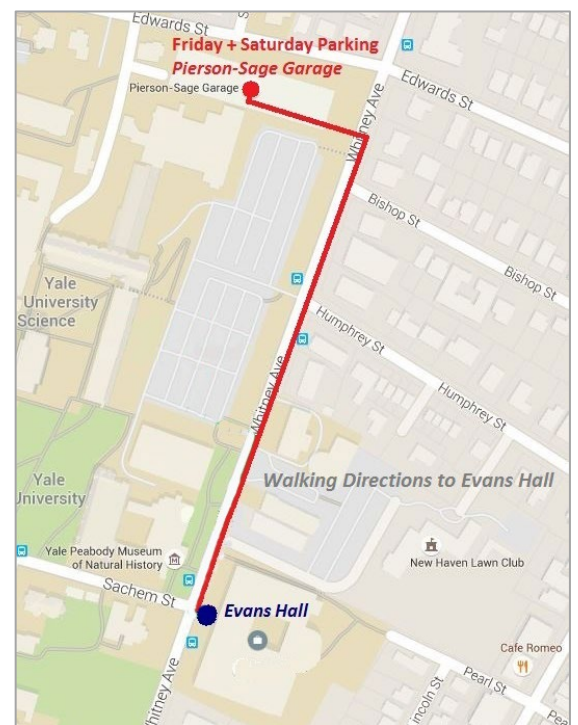
**Pierson-Sage Garage – 280 Whitney Ave, New Haven, CT
06511**

All-day parking is available at the Pierson-Sage Garage, located just off Whitney Avenue.

Use code **503#** at the first gate in the parking lot and the entrance to the garage. Use the same code for entry and exit.

From North or South

- Take Exit 3 off of I-91 North or South toward Trumbull Street. Merge onto Trumbull Street.
- Turn RIGHT onto Whitney Avenue.
- At second traffic light, at the intersection of Whitney Ave and Humphrey Street, turn LEFT into the parking lot.
- Take the first RIGHT and drive towards garage. Enter **503#** to proceed through the gate.
- Enter Pierson-Sage Garage using code **503#**.



NEW HAVEN FOOD & DRINK GUIDE 2023

Coffee

Willoughby's (258 Church Street, 194 York Street)

Koffee (104 Audubon Street)

East Rock Coffee (49 Cottage Street)

Atticus Market (771 Orange Street, 1082 Chapel Street)

Maison Mathis (304 Elm Street)

Drinks

Zinc (964 Chapel St, 203-624-0507) – Some of the best appetizers in town; an upscale bar atmosphere.

Barcelona (155 Temple St, 203-848-3000) – A good place for after-dinner drinks and late-night tapas.

116 Crown (116 Crown St, 203-777-3116) – Another place with a good late-night menu and great vibe.

Ordinary (990 Chapel St, 203-907-0238) – Creative cocktails and menu including must-try candied bacon.

Elm City Social (266 College St, 475-441-7436) – Roof-top terrace and gastropub with creative cocktails.

East Rock Brewing Company (285 Nicoll St, 203-782-1616) – Local brewery and beer hall.

Food

L'Orcio (806 State St, 203-777-6670) – Italian

Union League (1032 Chapel St, 203-562-4299) – French

Olea (39 High St, 203-780-8925) – Spanish/Mediterranean

Mecha (201 Crown St, 203-691-9671) – Japanese

Taste of China (954 Chapel St, 203-745-5872) – Sichuan

Lalibela (176 Temple St, 203-789-1232) – Ethiopian

Olmo (93 Whitney Ave, 203-624-3373) – Bagels

Claire's (1000 Chapel St, 203-562-3888) – Vegan, vegetarian and kosher sweets, and fare

Louis' Lunch (263 Crown St, 203-562-5507) – Birthplace of the hamburger

Pizza (in New Haven, a category unto itself)

Pepe's (157 Wooster St, 203-865-5762) and **Sally's** (237 Wooster St, 203-624-5271) – The original spots.

Modern Apizza (874 State St, 203-776-5306)

Da Legna (687 State Street, 203-891-7704)

Bar (254 Crown St, 203- 495-8924)

Ice Cream & Sweets

Ashley's (280 York St, 203-776-7744)

Arethusa (1020 Chapel Street, 203-390-5114)

Libby's (139 Wooster St, 203-772-0380)

Sweet Mary's (129 Court St, 203-777-6279)

Marjolaine Pastry Shop (961 State St, (203) 789-8589)

Interesting Buildings & Spaces

Though surely the least comprehensive Yale architecture list you'll ever see, there are a few buildings that provide particularly good excuses to dive into the main campus. The **Beinecke Library** (121 Wall St, 203-432-2977) houses Yale's rare book collection. A great collection, of course, but if you don't have time for the books, at least pop into the lobby to check out the marble walls so thin you can see the sunlight shine through them. **Skull & Bones** (64 High St.) was the first of Yale's secret societies. There are now an interesting variety of crypts around campus (each housing a different secret society), but this is the original. The sculpture garden at the **Yale Art Gallery** (1111 Chapel St, 203-432-0600) is a great space for a bit of peace in the middle of the city.

Quick Drives

The best waterfront option in town is **Shell & Bones** (100 S Water St, 203-787-3466)—the food is fantastic but the porch alone is worth the trip. **East Rock Park** has jogging trails, a small river, and the best views of the city. **Stony Creek Brewery** (5 Indian Neck Ave, Branford 203-433-4545) is host to beautiful views of the Connecticut Shoreline including a gorgeous taproom, beer brewed on-site and a rotating cast of food trucks.