

EXCLUSIVE Customer Experience MASTER CLASS

Locul desfasurarii: Radisson Sas Hotel, Bucuresti

Organizator: Service Excellence Solutions



What is it? oThe most exclusive workshop held by Lou Carbone and Chris Daffy with the best current case studies and business techniques in the market. oA great opportunity to hear them explain how European and American organisations are using the latest Customer Experience Management techniques to create differentiation, competitive advantage and exceptional business performance. Keynote speakers 1.Chris Daffy, UK's best-known customer service fanatics, author of the bestseller "Once a Customer - Always a Customer". 2.Lou Carbone, Chief Experience Officer, President and Chief Experience Officer of Experience Engineering, Inc.

and author of the bestseller "Clued In" You will learn oHow a strong emotional connection with customers can create differentiation and competitive advantage. oThe impact of the company culture on the success of any experience initiative. oBy the end of the workshop you will know where and how customer experience could be used to advantage in your organization. oYou'll know the key elements that must be in place to get it started and you'll understand how to make it habitual and systematic so that it can be sustained over the long term. Preliminary Agenda for May 30th, 2008 08:30 - 09:00 Registration & Welcome coffee 09:00 - 10:00 Workshop Lou Carbone 10:00 - 10:15 Coffee break 10:15 - 11:15 Workshop Chris Daffy 11:15 - 11:30 Coffee break 11:30 - 13:00 Lou Carbone and Chris Daffy Panel Session, Q&A and Case Studies 13:00 - 14:00 Lunch break
021.231.39.48

Despre SES - Service Excellence Solutions

SES – Service Excellence Solutions este o companie tanara si dinamica ce ofera servicii de Consultanta, Recrutare, Training & Development si Very Important Speaker Events, specializate pe segmentul esential al pietei in continua dezvoltare – Servirea Clientilor.

Participare: Intrare libera

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SES - SERVICE EXCELLENCE SOLUTIONS

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