

Customer Service Conference

Locul desfasurarii: Bucuresti

Organizator: Service Excellence Solutions



CUSTOMER SERVICE CONFERENCE, Second Annual Edition Where is it? Bucharest When is it? May 29th, 2008 What is it? o The most important annual event of Customer Service in Romania! o The place to be if you care about your customers! 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". 3. Robert Crawford, Executive Director of the Institute of Customer Service, Principal, Crawford Service Management. 4. Marius Persinaru, Country General Manager Xerox 5. Julie Robinson, Former Vice President of Virgin Atlantic Who participates? o Top and middle managers from multinationals, large private & public Romanian companies who deal directly with customers (banking & insurance, FMCG, automotive, retailers, tourism and customized service companies, etc) o Managers of Customer Service, CRM, Marketing, Sales, PR, HR and related departments o Junior managers and frontline people dealing with customers. Why attend? o A unique opportunity to meet and share experiences with top specialists in Customer Service from EU and US! o Learn from the best practices and case studies on the field! o Great opportunity for networking! o Exchange ideas with top executives from local and multinational companies! o Get inspired on how to create a customer focused culture in your organization! Preliminary Agenda for May 29th, 2008 08:30 - 09:00 Registration & Welcome coffee 09:00 - 09:15 Opening address by Moderator Chris Daffy 09:15 - 10:45 Presentation by Lou Carbone 10:45 - 11:15 Coffee break 11:15 - 12:45 Presentation by Julie Robinson 12:45 - 13:45 Lunch break 13:45 - 15:15 Presentation by Robert Crawford 15:15 - 15:45 Coffee break 15:45 - 17:15 Presentation by Marius Persinaru 17:15 - 18:30 Conclusion Panel Tudor Trof 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

Tudor Trof

021.231.39.48

office@servicexcellence.ro

SES - SERVICE EXCELLENCE SOLUTIONS

Locul desfasurarii:

Bucuresti