



Est. 2010

DIRECTORS CLUB

To endeavour. To achieve

Customer Obsessives' London Collective

"Experience Is Everything"

BREAKFAST ROUNDTABLE DISCUSSION

Person-to-Person Customer Interaction Will Survive and Prosper in the Post-AI World

WHEN

Thursday, May 3rd, 8.30am – 10.30am
Plus 30-minutes of optional networking before and after

WHERE

The Private Room at The Ivy
1-5 West Street
London
WC2H 9NQ

<https://www.the-ivy.co.uk>

WHO

Senior leaders with a common obsession with the customer

R.S.V.P.

Jon Snow

jon.snow@directorsclub.org.uk



INVITATION

You are cordially invited to attend a gathering of the **Customer Obsessives' London Collective™**, in association with the Directors' Club United Kingdom.

Date: Thursday, May 3rd

Time: 8.30am – 10.30am, plus 30-minutes of optional networking before and after

Venue: The Ivy, Soho, London (<https://www.the-ivy.co.uk>)

Roundtable Discussion: Jon Snow, Directors' Club founder and chair, will facilitate a roundtable discussion of the motion:

Person-to-Person Customer Interaction Will Survive and Prosper in the Post-AI World

Who: Leaders from across the business verticals with a common obsession with the customer

There is **no charge**; you are invited as our guest.

R.S.V.P.

If you'd like to accept this invitation, please email jon.snow@directorsclub.org.uk.

We have limited capacity; please confirm your attendance ASAP to avoid disappointment.

DISCUSSION OVERVIEW

The media is full of stories and commentary on the rise of AI-powered robotics and automated processes, including chat-bots and other self-service technologies.

The decline of person-to-person customer interaction is seen as the natural consequence. Some predict the extinction of the contact centre agent and store assistant.

Over a delicious breakfast, leaders with a common obsession with the customer experience will discuss the more optimistic motion:

Person-to-Person Customer Interaction Will Survive and Prosper in the Post-AI World

Whether you agree or disagree with the motion, we'd like your input, ideas and opinions. Our aim is to deliver a balanced discussion that facilitates knowledge-share.

BREAKFAST

Throughout the event you'll be served tea, coffee, juices and The Ivy's signature breakfast canapés.

SPONSOR

This gathering is supported by Genesys, helping companies create exceptional experiences for lasting relationships. See <http://www.genesys.com/uk/about>.



CUSTOMER OBSESSIVES' LONDON COLLECTIVE™

Formally launched on June 1st 2017, the **Customer Obsessives' London Collective™** has the ambition to become a leading community of business leaders with a common **obsession** with the customer.

If you have colleagues or connections who may wish to participate in this or future gatherings, please let us know.

DIRECTORS' CLUB UNITED KINGDOM

Today's **Directors' Club United Kingdom** has its origin as a supper club in London's Mayfair. The Directors' Dining Club, as it was known, had its home at Claridge's Hotel and brought together business leaders of the day to discuss trends and disruptive forces for change.

In February 2010, Jon Snow (founder and chairman) re-constituted the dining club as the *Directors' Club* and so a business lifestyle and networking institution was born.

The Club motto **To endeavour. To achieve** captures the spirit of the organisation and the ambitions of its members.

Membership is by invitation.

<http://directorsclub.org.uk>