



Est. 2010

# DIRECTORS CLUB

To endeavour. To achieve

## *Breakfast Roundtable*

ANNUAL UTILITY LEADERS' DISCUSSION

### Customer Experience Excellence On A Budget

*How can UK utilities companies differentiate themselves through customer excellence, whilst reducing cost and maximising revenue?*

#### WHEN

Wednesday, November 21<sup>st</sup>, 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 stakeholding in customer experience and or operational excellence

R.S.V.P.

[Click here to register](#)



## INVITATION

You are cordially invited to attend a **Directors' Club United Kingdom** breakfast gathering of leaders of UK utility companies.

**Date:** Wednesday, November 21<sup>st</sup>

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

**Venue:** The Ivy, 1-5 West Street, London WC2H 9NQ (<https://www.the-ivy.co.uk>)

**Roundtable Discussion:** Jon Snow, Directors' Club founder, will facilitate a roundtable discussion titled:

*Customer Experience Excellence On A Budget: How can UK utilities companies differentiate themselves through customer excellence, whilst reducing cost and maximising revenue?*

**Who:** Utility leaders with roles including c-suite, customer experience, change and transformation, operations, customer contact, customer service, customer insight, technology and digital.

**Cost:** There is **no charge** for members and invited guests.

## R.S.V.P.

If you'd like to accept this invitation, please [click here to register](#)

Capacity is limited by the roundtable format. Please confirm your attendance **ASAP** to avoid disappointment.

## DISCUSSION OVERVIEW

Brand differentiation, social recommendation, timely bill payment, long-term retention, and shareholder value growth have one common positive influencer: **Good Customer Experience**.

Delivering consistently good customer experience is more about culture, leadership, engagement and common sense than it is about large financial investments.

This gathering of utility leaders will seek to pool tips, tactics, good ideas and coal-face experiences of achieving low- or no-cost customer experience wins.

The **Chatham House Rule** will be invoked, making this a closed, trusted and confidential gathering.

## BREAKFAST

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



## SPONSOR

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## 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.

In May 2018, a three-class membership structure was introduced.

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.house>