



Est. 2010

DIRECTORS CLUB

United Kingdom

Good Ideas Exchange[™]

CUSTOMER SERVICE

TOPIC

Your Next Customer Service Improvement Challenge Addressed
By Your Peers

WHEN & WHERE

Thursday, November 23rd 6pm – 9.30pm

Theo Randall at the InterContinental

Park Lane, London

WHO

Senior Leaders & Stakeholders In Customer Service

COST

Free of charge for invited guests

R.S.V.P.

jon.snow@directorsclub.org.uk





Dear Members & Invited Guests,

On November 23rd 6pm – 9.30pm, Directors' Club United Kingdom is holding one of its ever-popular **Good Ideas Exchange™** peer-to-peer consulting dinners at Theo Randall at the InterContinental, Park Lane, London.

You are cordially invited to participate and bring your **next customer service improvement challenge** to the table.

PRICE

Free of charge for invited guests.

You may bring a colleague to accompany you; again at no charge.

HOW DOES IT WORK?

Directors' Club United Kingdom has honed the **Good Ideas Exchange™** format over the past 10 years. Simplicity is the key to its popularity and effectiveness.

There will be up to 10 companies represented around the table.

In turn, each company will outline their next customer service improvement challenge in two and a half minutes (or less) and invite the peer group to suggest ideas for solutions, next-steps, or directions.

The **Chatham House Rule** will be invoked, ensuring a trusted and confidential environment.

The collaborative format guarantees a highly interactive evening of leadership knowledge-share and learning.

FUELLING THE THINKING

The peer-to-peer consultation process will take place over a delicious four-course dinner from Theo Randall's award-winning kitchen. Theo's modern Italian cuisine will feed our thoughts and fuel our thinking.

VALUE & TAKEAWAYS

Where else can you seek and receive the advice, ideas and direction of your customer service leadership peers at one place and time?

Where else can you learn from the challenges facing other organisations?

Good Ideas Exchange™ is an efficient and effective leadership knowledge-share and learning platform.

I hope you can be a part of this innovative and exciting process.

VENUE

The private dining room within Theo Randall at the InterContinental is modern, stylish and informal – in-line with the current fine-dining vogue. For lovers of Italian food, this is a must visit, destination restaurant.

<http://www.theorandall.com>



TIMES

6pm welcome drinks and informal networking

6.30pm prompt start to the Good Ideas Exchange™

9.30pm formal proceedings finish (guests may depart)

9.30pm informal networking until you wish to go home

ETIQUETTE

The **Chatham House Rule** will be invoked, enabling guests to share experiences and ideas in a confidential and trusted environment.

Our dress code is **business casual** (or as glamorous as you like).

SPONSOR

This Good Ideas Exchange™ is sponsored by **Genesys**, a global leader in customer experience solutions.

<http://www.genesys.com/uk>

There is **no obligation** to engage with our sponsor before, during or after the event.

R. S. V. P.

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

If you wish to bring a colleague to accompany you, please forward his/her details for registration.

ABOUT

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>