



# Directors Club®

## Next In Customer Service

PEER ROUNDTABLE DISCUSSION BY INVITATION

### Customer Service 2021 and Beyond

*A gathering of the UK's foremost customer service practitioners*

#### When

Tuesday, December 8<sup>th</sup>, 10.30am – 12pm GMT

#### Format

An informal and relaxed roundtable discussion via video conference

#### Who

Senior leaders of and stakeholders in customer service operations

#### **R.S.V.P.**

Delegate places are limited by the virtual roundtable format

Please register now via the link in the covering email

Dear Members & Invited Guests,

You are cordially invited to participate in a **Directors Club Next In Customer Service** roundtable discussion via video conference titled:

*Customer Service 2021 and Beyond*

### **Session Date**

Tuesday, December 8<sup>th</sup>, 10.30am – 12pm GMT

No preparation is required. The format is a relaxed, spontaneous conversation between likeminded professionals. Jon Snow will moderate the session.

### **Overview**

2020 has brought changed social rules, customer expectations, workplace requirements and business needs, all of which Customer Service has taken in its stride.

As we approach 2021, how will Customer Service continue to deliver differentiating customer experiences? What will be normal next year and beyond? What opportunities and challenges lie ahead?

This invitation-only roundtable discussion is an opportunity to engage with peers to examine the future that this rapid change is driving companies to accommodate.

The group will share valuable ideas, tip and tactics, and after the event a guest list will be circulated to the participants so conversations can be continued, and new relationships cemented.

The Chatham House Rule will be invoked, creating a confidential and trusted forum. There will be no viewing audience or distributed recording of the session.

This gathering is **free of charge** for Directors Club® members and our invited guests.

### **R.S.V.P.**

If you'd like to accept this invitation, please register via the link in the covering email.

We only have a limited number of places due to the roundtable format. These will be allocated on a first come basis. Please register as soon as possible to ensure your place.

### **Sponsor**

This Directors Club gathering is supported and facilitated by [SYKES](#), a digital marketing and customer service global outsourcer, providing customer-engagement services to Global 2000 companies.

SYKES' sophisticated solutions satisfy the needs of major companies around the world, primarily in the retail, communications, financial services, technology and healthcare industries.

Find out more about our sponsor at <https://www.sykes.com>.

## Directors Club United Kingdom

Today's [Directors Club](#) 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 or recommendation.