



Directors Club®

Virtual Seminar

NEW IDEAS, FRESH THINKING, HOT TOPICS

Future Of Customer Service: Cross-Industry Perspectives On Changing Customer Expectations

This expert panel discussion brings together leaders from Healthcare, Consumer Electronics, and Banking to share their perspectives on meeting customer expectations through customer service.

When

Tuesday, December 1 - 9AM EST / 2PM UK / 3PM CET

Format

One-hour online seminar using GoToWebinar

Equipment Required

You can access GoToWebinar via your laptop, smartphone or tablet using standard home broadband

Who

Senior stakeholders in customer contact and customer service delivery

R.S.V.P.

Please register now via the secure GoToWebinar link below

[Register Here](#)

Dear Members & Invited Guests,

You are cordially invited to attend a Directors Club online Virtual Seminar titled:

Future Of Customer Service: Cross-Industry Perspectives On Changing Customer Expectations

This second industry expert webinar brings together leaders from Healthcare, Consumer Electronics, and Banking to share their perspectives on meeting customer expectations through customer service in the future.

Whether you're at an early or late stage in planning, the panel brings their many years of experience and achievement in managing service operations, adoption of new methods and technologies, and raising standards of performance for market-leading brands.

Panellists

Hendrik Weber, Senior Manager CX Global Business Operations & Partnerships, Sonos Inc

Mia Schybergson, Senior Customer Service Manager EU, Ascencia Diabetes Care

Steve Denison, Director of Operations, Monzo Bank

Session Facilitator

This Directors Club® online Virtual Seminar is moderated and facilitated by Victoria Georgalakis, Managing Director and Senior Vice President of [SYKES](#) EMEA.

Who Will Attend?

We are inviting senior stakeholders in the delivery of customer service.

R.S.V.P.

If you'd like to accept this invitation, please register via the secure GoToWebinar link below:

<https://register.gotowebinar.com/register/5419020434168296717>

Directors Club®

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.