

Directors Club

DIRECTORS CLUB UNITED KINGDOM

ANNUAL DINNER

CUSTOMER LOYALTY LEADERS &
STAKEHOLDERS

THE IVY, VICTORIA, SW1

NOVEMBER 16TH

R.S.V.P.

SUPPORTED BY
FOUNDEVER



INVITATION

The London branches of Directors Club United Kingdom cordially invite you to their **Annual Dinner** for customer loyalty leaders and stakeholders.

There is no cost, you are invited as our guest.

The topic for discussion over a four-course dinner will be:

Finding The CX Balance: How to deliver customer loyalty when costs and expectations are rising

R.S.V.P.

To confirm your place at the table, please fill out a short online [R.S.V.P. form](#).

WHEN

Thursday, November 16th

Reception at 6.30pm

Dinner at 7pm

Coffee at 9pm

Carriages at 10.30pm

WHERE

The Pelican Room, [The Ivy Victoria](#), 66 Victoria St, [SW1E 6SQ](#)

WHO

You will share the evening with a handpicked group of customer-centric leaders from significant organisations.

DRESS CODE

Guests may choose to wear whatever makes them comfortable. A little elegance will be appreciated.

SPONSOR

This Annual Dinner is generously supported by [Foundever](#).

With our sponsors' support we can achieve our mission and elevate our members. We encourage guests to engage with our sponsor's representatives.

THE EVENING

Pre-dinner drinks from 6.30pm give the guests an opportunity to meet each other and break the ice.

At 7pm guests will be invited to take a place at the table.

During the first course, guests will introduce themselves and get to know those around them.

As the first course is being cleared, our special guest and discussion leader Alex Gold, Director of Operations at OVO, will set the scene for the evening's conversation.

A relaxed and lively roundtable debate will continue until coffee at 9pm, after which guests are welcome to stay and network informally until carriages at 10.30pm.

DISCUSSION

How To Achieve More With Less...

Against a backdrop of economic uncertainty, major regulation changes, inflationary pressures, and consumer confidence impacted by the cost-of-living crisis, how do organisations balance providing a customer journey to increase revenue and brand loyalty with increasing financial pressures?

With this important question in mind, join us as we seek to find a new CX Balance between rising costs and customer expectations.

There is no set agenda for the discussion, guests are invited to share and debate any topic-related experiences and challenges.

A few popular themes the session may touch upon include:

- How and where has AI delivered cost savings and an improved customer experience?
- How do you enable customer-facing colleagues to deliver value in the moments that matter?
- Prepared for the (un)known - how to efficiently deal with peaks in demand.
- The value/payoff of going above and beyond regulation.
- Talent/Tech/Location - how to get the right balance?



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