

# Directors Club

DIRECTORS CLUB UNITED KINGDOM

## A PLACE AT THE TABLE

DINNER & DEBATE

THE LANGHAM

NOVEMBER 10TH 2022

BLACK TIE



*Directors Club*

Directors Club United Kingdom cordially invites you to take a place at the table for the autumn gathering of the **Customer Officers Forum**, an unforgettable evening of fine dining and roundtable discussion, addressing the title:

*Digital Enhances Customer Centricity: Enabling a More Empathetic Customer Journey with AI*

Join a mixed gathering of Customer, Digital and Experience leaders from significant organisations for a relaxed roundtable conversation, bringing together different perspectives on the ever-evolving relationship between digital technologies and customer experience.

## **WHEN**

Thursday, November 10th 2022

Champagne Reception 6.30pm

Dinner & Debate 7pm - 9pm

Coffee & Conversation from 9pm

Carriages at 11pm

## **WHERE**

The Postillion private dining room, The Langham, Portland Place, London W1.

## **OCCASION**

This magical evening will begin with a Champagne reception, allowing guests to break the ice. Jon Snow, your host and chair of Directors Club, will formally welcome the guests and invite you to take a place at the table. After the first course, the evening's discussion will begin. The relaxed, moderated roundtable conversation will run until coffee. Guests may then stay and network informally. Carriages are at 11pm.

## **DISCUSSION**

*Digital Enhances Customer Centricity: Enabling a More Empathetic Customer Journey with AI*

Over the main course and dessert, guests will debate the common hurdles to achieving the much-cited goal of walking in customers' shoes to anticipate their needs. We have purposefully invited guests from three areas of leadership, Customer, Digital and Experience. Guests are encouraged to share their perspectives on the role of empathy in achieving customer centricity, and how digital innovations are enhancing the customer experience through the data-driven listening and prediction capabilities of AI.

The conversation will be business/strategic in tone. No preparation is required. We will have tech and AI subject matter experts on-hand to support the conversation.

## **RSVP**

To confirm your place at the table, please complete the online RSVP form [here](#).

## **BLACK TIE**

Guests may choose to wear tuxedo and black tie, cocktail dress, floor-length gown, or national formal wear.

## **COST**

There is no cost. You are invited to attend as a guest of the Directors Club United Kingdom.

## **SPONSORS**

This dinner and debate is generously supported by [Connect](#) and [Genesys](#). With their support we can achieve our mission and elevate our members. We encourage all guests to engage with our sponsor's representatives.

## **QUESTIONS**

If you have any questions regarding this invitation, please contact Jo Miller on [jo.miller@directorsclub.org.uk](mailto:jo.miller@directorsclub.org.uk)

SO FAR IN 2022

DINNER & DEBATES AT THE LANGHAM & CLARIDGE'S



*Directors Club*

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