

Directors Club

DIRECTORS CLUB UNITED KINGDOM

A PLACE AT THE TABLE

DINNER & DEBATE

THE LANGHAM

JANUARY 25TH 2023

BLACK TIE



Directors Club

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

Focus On Customer Centricity: Has AI a Role in Enabling a More Empathetic Customer Journey?

Join this gathering of customer-centric leaders from significant organisations for a relaxed roundtable conversation, bringing together different perspectives on the ever-evolving relationship between digital technologies, brand interactions, and customer experiences.

WHEN

Wednesday, January 25th 2023

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

Focus On Customer Centricity: Has AI a Role in Enabling a More Empathetic Customer Journey?

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. 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. Tech expertise are not a prerequisite. 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

GATHERINGS IN 2022

DINNER & DEBATES AT THE LANGHAM & CLARIDGE'S



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