

Delighting Customers in Japan XIII

24 June 2014 (Tue.) at Roppongi Academyhills 49

Japan is known as one of the most challenging markets in the world. Whether your business is a start-up, long-established, or somewhere in between, you are probably confronted daily with the issue "how to delight customers?"

Because there is not a single answer to this very fascinating question, the Belgian Luxembourg Chamber of Commerce in Japan (BLCCJ) launched in 2001 "Delighting Customers in Japan", an annual seminar where a number of top executives share their ideas and experiences about the challenges of succeeding in this perplexing market.

Following the great success of the event formula, the BLCCJ is very pleased to organize the 13th edition in 2014, where we will welcome again 4 distinguished speakers who will share with us their strategies, experiences and insights regarding their businesses in Japan: Mr. Philippe AUVARO, Corporate Officer, Head of Business Innovation Group, GLAXOSMITHKLINE K.K.; Mr. Jonathan HEWITT, Founder and former VP & COO, ADIDAS JAPAN; Mr. Ken MOROI, Chief Executive Officer, VRANKEN POMMERY JAPAN CO., LTD.; and Mr. Craig SMITH, General Manager, BURTON JAPAN.

The seminar will be followed by an open panel discussion with Q&A, and by a networking cocktail from 20h30 onwards. We hope you can join us!

Date & Time: **24 June 2014 (Tue.), 18h30 – 21h30**

- registration from 18h00
- networking cocktail from 20h30 – 21h30

Venue: **Roppongi Academyhills 49, Roppongi Hills Mori Tower 49f**
(access: <http://www.academyhills.com/aboutus/map.html>)

Language: **English**

Admission Fee: **5,800 JPY (members)**
6,800 JPY (non-members)
Limited to 90 participants; first-come, first-serve!

Please reply by 19 June (Thu.)

FAX: 03-6457-8663

Name: _____ Phone: _____
Title: _____ E-mail: _____
Company Name: _____

I would like to reserve a total ____ places for this event
I will make a total payment of _____ by 19 June 2014 (receipt upon request)

Signature: _____

* Please note that cancellations after 19 June or no-shows will be charged in full!

Bank: Mitsui Sumitomo Banking Corporation, Kojimachi Branch
Account: Check Account (toza) No. 226330
Account holder: The Belgian-Luxembourg Chamber of Commerce in Japan