

CUSTOMER EXPERIENCE: CHALLENGES AND OPPORTUNITIES IN THE DIGITAL ERA

27-28 January 2021, online, 13:00-16:00 UK time

Enquiries: **IfM Events** E: ifm-events@eng.cam.ac.uk

Name _____
Position _____
Company _____
Address _____

Post Code _____
Telephone _____
Email-for booking confirmation _____
Booking contact-optional _____

I have the following special dietary/disability requirements:

Earlybird - 1 month prior

- Non-member £900.00 plus VAT (£1080.00 inclusive)
 IfM Member £810.00 plus VAT (£972.00 inclusive)

Standard

- Non-member £1000.00 plus VAT (£1200.00 inclusive)
 IfM Member £900.00 plus VAT (£1080.00 inclusive)

Cancellations

Substitutions may be made at any time. Bookings cancelled less than 10 days prior to the event will be charged in full.

Please tell us how you discovered this course

- Word of Mouth/Colleague
 Internet Search (please detail search terms in 'Other' box)
 Company Training Announcement/Catalogue
 Email

- Course Flyer
 Findcourses.co.uk
 Other (please specify below)

Would you like to receive information on IfM news & events? *

Please indicate areas of interest:

- Automation
 Business Strategy / Business Model Innovation
 Design Management
 Executive and Professional Development
 Global Value and Operations Networks
 Industrial Sustainability
 Innovation and Technology Management
 Roadmapping
 Servitization
 Support for Policymakers
 Support for SMEs
 IfM Insights

Payment options

VAT/Tax reference number
(for companies/organisations registered in EC)

Invoice my company

Send invoice to (name and address if different from delegate's)

Credit/debit card, book online: www.ifm-ecs.com

BACS payment (please enclose a copy of the draft)

Bank transfers (BACS) can be made to Barclays Bank plc, Bene't Street Business Centre, PO Box 2, Cambridge CB2 3PZ
Account no: 80066885 Sort code: 20-17-19

I enclose a cheque/purchase order for

£ _____

payable to: IfM Education and Consultancy Services Ltd