

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:

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

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.

- 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)

I enclose a cheque/purchase order for

£

payable to: IfM Education and Consultancy Services Ltd

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