

# Cx Congress

**Back for the fifth year in a row, CX Congress is a must for anyone involved in customer experience, whether they be reception teams, nurses, managers or vets.**

Day one of the 2019 conference will be led by **Dr Mary Gardner**, who runs Lap of Love, USA and writes and speaks on all aspects of end-of-life care. Lectures on the day will explore how to manage our senior patients in their final few weeks and months of life, and how to support clients during the euthanasia experience.



**Linda Moir**, head of the 'dream team' at London Olympics and Paralympic Games, will open the second day of the event. An expert in HR and customer service, she headed up the team of 15,000 volunteers that delivered outstanding front-of-house service to nine million spectators at the 2012 Games. Previously, she was Virgin Atlantic's director of in-flight services, where she was responsible for the airline's award-winning service and 'making flying fun'.



Saturday will be packed with practical tips and key insights to help delegates deliver an excellent customer experience to every client, every time. As well as workshops on farm and equine customer service skills, there will be three lecture streams looking at topics including: putting customer experience into everyday practice, creating a memorable consult, doing things differently and key learnings from the vet mediation service.

**Friday**  
**14th June**  
10.30am until 5.30pm

**Saturday**  
**15th June**  
9am until 4pm

**De Vere East Midlands  
Conference Centre,  
and Orchard Hotel  
in Nottingham**

***Book your tickets now!***

To book tickets, or for more information on Cx Congress  
and the associated Cxclub  
call: **01476 565 343** | email: **hello@cxclub.care**  
**www.cxclub.care**

**Cxclub.care**  
Customer Experience Matters

