

YOU ARE CORDIALLY INVITED TO...

PUB & RESTAURANT GROUP ROUNDTABLE

GUEST FEEDBACK: THE NEXT GENERATION

WEDNESDAY, 18th May 2016, 9:30am - 3:00pm



AGENDA AND SPEAKERS

- 09:30** Tea and coffee will be served
- 10:00** Welcome and introduction
Carlo Platia, CEO, Feed it Back
- 10:15** Making your feedback project a success: key factors
Julia Platia, Head of customer success, Feed it Back
- 10:45** Insight: Techniques for driving volume
Gemma Durham, Business Intelligence Manager, Brains
- 11:15** Tea and coffee
- 11:30** Live Demo:
The power of linking feedback to EPoS in real time
- 12:15** Mining your customer comments for gold
Piers Alington, Feedback Ferret
- 12:45** Insight: Market dynamics & linking feedback to business success
Jamie Campbell, Business Unit Director, CGA Peach
- 13:15** Closing remarks
Followed by lunch with other executives



VENUE: Parcel Yard, First Class Lounge

www.parcelyard.co.uk

Previously awarded "Fullers Pub of The Year" and known for its stunning glass roof, unique location and a wide selection of brews ranging from award winning ales to local brewery productions.

With only a short walk from both St Pancras International and Kings Cross station via Parcel Road this location is perfect.



RSVP

Please send your RSVP to julia@feeditback.co.uk

This is an invite only event, limited to 20 people; RSVP to secure your place.