

Program: Thursday 24th October 2019

TIME

PROGRAM

SPONSORED BY

8.30am	Day 1 Convention Registration Opens, Hilton Ballroom
9.15am	Opening Address Rose Webb - Commissioner NSW Fair Trading
9.30am	Keynote Speaker The Harvard Business School Service Profit Chain Colin Chodos
10.30am	Merging Customer Experience & Employee Experience - Theories in Practice Rosalind Coffey
11.15am	Morning Tea around Trade Booths
11.45am	Strata Set Up & New Developments David Bannerman
12.05pm	Hot Topics Panel Steering the Customer Experience through an Apartment Construction & Defects Disaster Daniel Linders, Lauren Shaw and Karina Heinz
12.25pm	Cracks in the Compact City Dr Laura Crommelin
12.40pm	Lunch around Trade Booths
1.40pm	Trends & Hits - Latest Trends & Compliance Focus Paul King
1.55pm	Candidates are Customers Too! Recruitment Strategy & Candidate Experience Trudy MacDonald
2.25pm	Keynote Speaker The Link between Data Analytics and Performance Ben Darwin
3.25pm	SCA National Update Alisha Fisher
3.30pm	Afternoon Tea around Trade Booths
3.45pm	Registrations Open for AGM
4.00pm	SCA (NSW) Annual General Meeting
5.00pm	SCA (NSW) Board Meeting (Upstairs Room 4)
5.00pm	Cocktail Function around Trade Booths (Dress code business attire)
7.00pm	Day 1 Concludes



SCA NSW 360° CUSTOMER EXPERIENCE CONVENTION 2019

Program: Friday 25th October 2019

TIME PROGRAM SPONSORED BY

9.00am Day 2 Convention Registration Opens, Hilton Ballroom

9.00am Recovery Breakfast around Trade Booths

10.00am Opening Address

Keynote Speaker

10.15am The Black Diamondz Story - Delivering awesome Customer Experience to a Niche Market | Monika Tu

11.15am Morning Tea around Trade Booth



11.45am Australian Apartment Survey Results | Samantha Reece

11.55pm Sustainability Wins | Melinda Dewsnap

Hot Topics - Panel

12.15pm Cladding, Embedded Networks & Short Term Rentals | David Bannerman, Colin Grace and Cathy Sherry

1.00pm Lunch around Trade Booths



2.00pm Diversity & Inclusion in the Workplace | Kim Jonsson

2.30pm Keynote Speaker
The 5 Key Drivers of Female Customer Behaviour | Mia Freedman



3.30pm Wrap Up and Close

4.00pm Afternoon Tea around Trade Booths

6.30pm Gala Pre Dinner Drinks

7.00pm Gala Dinner (Dress code black tie)



10.30pm After Party - Zeta Bar, Hilton Hotel

