



## **AFSM UK Chapter Event at Service Management Europe Exhibition**

### **Agenda**

- 1:00**                    **Arrival and Refreshments (Stand 355)**
- 1:30 – 1:35**            **Welcome & Opening Remarks**  
**Simon Morris, President, AFSM UK Chapter**
- 1:35 – 2:15**            **"The problem with Customer Interactions is that people are  
involved..."**  
**Professor Graham Clark, Cranfield School of Management**
- 2:15 – 3:00**            **Employee Retention Why Bother?**  
**Chris Farnath, Senior Director, Customer Support, EA  
Aspect Software & Steve Downton, Managing Director,  
Downton Consulting**
- 3:00 – 3:30**            **Building a Robust Services Business – A Platform for  
Economic Growth**  
**J.B. Wood- President and CEO, AFSMI, SSPA, SRII & TPSA**
- 3:30 – 3:35**            **Closing Remarks**

**Looking forward to seeing you at the NEC!**