

Service Summit Leaders 2025 Day One

May 27th, 2025 MAIN STAGE

MAIN STAGE 09:00 **Arrival**

MAIN STAGE 09:10 **Welcome**
Event opening and welcome from organizers.



Kimberly Bock
Trailblazer Summits

MAIN STAGE 09:15 **Keynote**

MAIN STAGE 09:45 **Masterclass 1**
We are offering an exclusive masterclass for a more intensive examination of selected topics. The thematic focus will be announced shortly and promises in-depth analysis and practical insights. The masterclass offers a unique opportunity to exchange ideas with experts and like-minded people in a smaller, interactive setting.

MAIN STAGE 10:15 **Match-Making**
Time for networking! Exchange ideas outside the presentations and make new contacts with visitors.

MAIN STAGE 11:45 **Seamlessly connected: Omnichannel strategies for an all-round successful customer experience**
In this panel, experts will discuss how companies can successfully implement omnichannel strategies to deliver a consistent and seamless customer experience. We will shed light on the integration of online channels, the use of data analysis for personalization and the role of modern and the role of modern technologies such as chatbots and CRM systems. The challenges involved in implementing such strategies will also be addressed and solutions presented.

MAIN STAGE 12:15 **Breakout Session Panel 1**

MAIN STAGE 13:00 **Lunch break**

MAIN STAGE 14:00 **Walk**

MAIN STAGE 14:30 **Masterclass 2**
We are offering an exclusive masterclass for a more intensive examination of selected topics. The thematic focus will be announced shortly and promises in-depth analysis and practical insights. The masterclass offers a unique opportunity to exchange ideas with experts and like-minded people in a smaller, interactive setting.

MAIN STAGE

15:00 Match-Making

Time for networking! Exchange ideas outside the presentations and make new contacts with visitors.

MAIN STAGE

16:00 Service of the future: rethinking training

In a dynamic service landscape, continuous employee training is crucial for success. In this panel, experts will discuss innovative approaches to upskilling service professionals.

We will highlight digital learning formats, interactive training and personalized development plans that enhance employees' skills and prepare them for future challenges.

MAIN STAGE

16:45 Match-Making

Time for networking! Exchange ideas outside the presentations and make new contacts with visitors.

MAIN STAGE

18:00 Masterclass 3

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MAIN STAGE

19:00 Dinner