



CONTACT CENTRE
& CUSTOMER SERVICES
SUMMIT

9th & 10th September 2024
Hilton Manchester Deansgate

EVENT OVERVIEW

The Contact Centre & Customer Services Summit brings together buyers and suppliers for two days of one-to one meetings and networking.

Bringing contact centre and customer service professionals together for two days of one-to-one meetings with industry suppliers, the Summit provides the unrivalled opportunity to create new business partnerships.

Creating the ultimate platform to network and discuss business, the Summit allows you to host meetings with those looking for your services.

Who you will meet:

- Customer Service Managers, Directors and Heads of
- Contact Centre Managers, Directors and Heads of
- Heads of Customer Experience
- Customer Service & Insight Managers
- Heads of Operation

Included in your package:

- Stand, furniture, electrics and name board
- A pre-planned itinerary of face-to-face business meetings
- An audience of senior buyers, qualified and interested in your services
- Endless networking opportunities
- Attendance to a networking dinner with entertainment
- Overnight accommodation at the venue



SUPPLIER PACKAGES

GOLD PARTNER - £7,600+VAT

EVENT

- Inclusive of two representatives
- Access to pre-qualified senior delegates
- Itinerary of pre-scheduled 1-2-1 meetings (potential of up to 25)
- 20-25 minute meetings
- 2m x 1m Stand (including table / chairs / lighting / electrics)
- Additional separate table/chairs for 2nd representative meetings
- Wi-Fi
- Networking opportunities –
 - Group scheduled breaks
 - 2 x lunches
 - Evening drinks reception
 - 2 x places at evening dinner
 - After dinner entertainment
- Overnight accommodation
- All meals and refreshments throughout
- Logo branding at live event registration stand
- Event guide
 - Directory listing
 - Full page A5 advert

PRE-EVENT

- Detailed profile on attending delegates
- Access to online portal for meeting selections
- Draft meeting schedule to help prepare for the event (2-3 days before)
- Branding on event webpage inclusive of logo, description, and URL link to website
- Included in social media posts

POST-EVENT

- Contact database of all attendees
- Feedback from interested delegates

SILVER PARTNER - £6,100+VAT

EVENT

- Inclusive of one representatives
- Access to pre-qualified senior delegates
- Itinerary of pre-scheduled 1-2-1 meetings (potential of up to 15)
- 20-25 minute meetings
- 2m x 1m Stand (including table / chairs / lighting / electrics)
- Additional separate table/chairs for 2nd representative meetings
- Wi-Fi
- Networking opportunities –
 - Group scheduled breaks
 - 2 x lunches
 - Evening drinks reception
 - 1 x places at evening dinner
 - After dinner entertainment
- Overnight accommodation
- All meals and refreshments throughout
- Logo branding on event registration stand
- Directory listing within event guide

PRE-EVENT

- Detailed profile on attending delegates
- Access to online portal for meeting selections
- Draft meeting schedule to help prepare for the event (2-3 working days before)
- Branding on event webpage inclusive of logo, description, and URL link to website
- Included in social media posts

POST-EVENT

- Contact database of all attendees
- Feedback from interested delegates



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CONTACT US

01992 374100
enquiries@forumevents.co.uk