

Delighting Customers in Japan XVII

30 May 2018 (Wed.) at BNP Paribas offices

Japan is known as one of the most challenging markets in the world. Whether your business is a start-up, long-established, or somewhere in between, you are probably confronted daily with the issue "how to delight customers?"

Because there is not a single answer to this very fascinating question, the Belgian Luxembourg Chamber of Commerce in Japan (BLCCJ) launched in 2001 "Delighting Customers in Japan", an annual seminar where a number of top executives share their ideas and experiences about the challenges of succeeding in this perplexing market.

Following the great success of the event formula, the BLCCJ is very pleased to organize the 17th edition in 2018, where we will welcome again 3 distinguished speakers who will share with us their strategies, experiences and insights regarding their businesses in Japan:

Dr. Florian KOHLBACHER, Director, Economist Corporate Network, North Asia, THE ECONOMIST GROUP

Mr. Teddy LEE, Chairman, YOKOHAMA CHINATOWN DEVELOPMENT ASSOCIATION

Mr. Shigeru TAKAGAKI, President and Representative Director, DELVAUX JAPAN K.K.

The seminar will be followed by an open panel discussion with Q&A, and by a networking cocktail from 20h00 onwards. We hope you can join us!

Date & Time: 30 May 2018 (Wed.), 18h30 – 21h00

- registration from 18h00
- networking cocktail from 20h00 till 21h00

Venue: BNP Paribas offices, GranTokyo North Tower, Marunouchi
(Yaesu North exit Tokyo station)

Language: English

Admission Fee: 5,000 JPY (members) 7,000 JPY (non-members)

Seats are limited to 90, first come, first serve!

Please reply by 24 May (Thu.)

Email: info@blccj.or.jp or **Fax:** 03-6457-8663

Name: _____ Phone: _____

Title: _____ E-mail: _____

Company Name: _____

I would like to reserve a total ____ places for this event

I will make a total payment of _____ by 24 May 2018 (receipt upon request)

Signature: _____

*** Please note that cancellations after 24 May or no-shows will be charged in full!**

Bank: Mitsui Sumitomo Banking Corporation, Kojimachi Branch
Account: Check Account (toza) No. 226330
Account holder: The Belgian-Luxembourg Chamber of Commerce in Japan