

7:45 a.m. —8:15 a.m. **REGISTRATION**

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8:15 a.m. —9:30 a.m.

**JOHN TSCHOHL**

**"WELCOME THE FUTURE OF CUSTOMER SERVICE"**

*President, Service Quality Institute*

MINNEAPOLIS, MN USA

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9:30 a.m. —10:30 a.m.

**OSCAR M. OROZCO**

**"REGIONAL CUSTOMER SERVICE CULTURE"**

*Director Secretario, Banco Promerica*

EL SALVADOR

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10:30 a.m. —11:00 a.m. **COFFEE BREAK**

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11:00 a.m. —12:30 a.m.

**TADIWOS BELETE**

**"THE JOURNEY TO SERVICE EXCELLENCE IN HOSPITALITY INDUSTRY IN AFRICA"**

ETHIOPIA HOSPITALITY INDUSTRY IN AFRICA

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12:30 a.m. —1:45 p.m. **LUNCH BREAK**

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1:45 p.m. —3:15 p.m.

**XIA QINJIAN**

**"CUSTOMER SERVICE IN CHINA"**

*Chairman of Board, Bank of Shangrao*

CHINA

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3:15 p.m. —3:45 p.m. **COFFEE BREAK**

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3:45 p.m. —5:15 p.m.

**EDUARD KIM**

**"A SERVICE CULTURE DRIVES TECHNODOM'S MEASURABLE RESULTS"**

*Chairman & Founder, Technodom*

KAZAKHSTAN

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5:15 p.m. **ADJOURN**



8:30 a.m. —10:00 a.m.

**SANDHYA PRUTHI, M.D.**

**"CUSTOMER EXPERIENCE IN HEALTH CARE THE MAYO WAY"**

**Mayo Clinic**

UNITED STATES

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10:00 a.m. —10:30 a.m. **COFFEE BREAK**

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10:30 a.m. —12:00 p.m.

**EDGAR CALLO**

**"BUILDING AND MAINTAINING WOW CUSTOMER SERVICE"**

**Corporación E. Wong**

LIMA, PERU

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12:00 p.m. —1:15 p.m. **LUNCH BREAK**

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1:15 p.m. —2:15 p.m.

**MAURICIO GÓMEZ**

**"BECAUSE SERVICE MATTERS"**

*Corporate Services Manager*

**INTEL**

COSTA RICA

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2:15 p.m. —2:45 p.m. **COFFEE BREAK**

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2:45 p.m. —4:00 p.m.

**SAMUEL SARPONG**

**"SUCCESSSES AND CHALLENGES IN DRIVING A SERVICE CULTURE – THE GCB BANK EXPERIENCE"**

*Chief Operating Officer & Executive Director*

**GCB Bank Limited**

GHANA

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4:00 p.m. —4:30 p.m.

**JOHN TSCHOHL**

**WRAP UP**

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4:30 p.m. **ADJOURN**

7:00 p.m. —10:00 p.m. **AWARDS BANQUET**