

## Delighting Customers in Japan XI

26 November 2012 (Mon.) at the NYK Building

Japan is recognised as one of the most challenging markets in the world. Whether you are a new arrival, an "old timer", or somewhere in between, you have the opportunity to benefit from the experiences of others who have succeeded in the 3<sup>rd</sup> largest economy in the world.

The ABC and the Belgian-Luxembourg Chamber of Commerce in Japan is pleased to invite you to "Delighting Customers in Japan XI". This event is now 11 years strong and we have enjoyed many fascinating and inspiring stories about the challenges of succeeding in this perplexing market.

For the 11<sup>th</sup> edition of this event, we are again very pleased to welcome 3 distinguished speakers who will share with us their strategies, experiences and insights regarding their businesses in Japan: Mr. Loïc RETHORE, President & Representative Director, NESTLE NESPRESSO K.K.; Mr. Francois STROOBANT, Country Manager Japan, PERFETTI VAN MELLE EXPORT FAR EAST JAPAN; and Mr. Toshifumi OKUI, former President, HARLEY-DAVIDSON Japan.

The seminar will be followed by a panel discussion and Q&A session, and by a networking cocktail from 19h00 onwards. We hope you can join us.

***This event is supported by the Japan-Belgium Society.***

- Date & Time:** 26 November 2012 (Mon.), 17h30 – 19h00
- registration from 17h00
  - networking cocktail from 19h00 – 20h15
- Venue:** NYK Building 15F, 2-3-2 Marunouchi, Chiyoda-ku  
(access: <http://www.nyk.com/english/profile/location/> )
- Language:** English
- Admission Fee:** 5,000 JPY (members)  
6,000 JPY (non-members)

**Please reply by 22 November (Thu.)**  
**FAX: 03-3403-3407**

Name: \_\_\_\_\_ Phone: \_\_\_\_\_  
Title: \_\_\_\_\_ E-mail: \_\_\_\_\_  
Company Name: \_\_\_\_\_

I would like to reserve a total of \_\_\_\_ place(s) for this event

We will send you an invoice upon receiving your registration.

\* Please note that cancellations after 22 November or no-shows will be charged in full.