

## Delighting Customers in Japan XVIII

### 13 June 2019 (Thu.) 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 18th edition in 2019, where we will welcome again 3 distinguished speakers who will share with us their strategies, experiences and insights regarding their businesses in Japan:

Mr. Malik ROUMANE, President & CEO, EDENRED JAPAN (Ticket Restaurant)

Mr. Vincent DEVLOO, CFO, IKEA JAPAN K.K.

Mr. Nicolas VILLEGGER, Managing Director Japan and Korea, DFS GROUP LIMITED

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:** 13 June 2019 (Thu.), 18h30 – 21h00

- registration from 18h00
- presentations from 18h30 till 20h00
- 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 60, first come, first serve!*

**Please reply by 6 June (Thu.)**

**Email: [info@blccj.or.jp](mailto:info@blccj.or.jp) or Fax: 03-6457-8663**

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Title: \_\_\_\_\_ E-mail: \_\_\_\_\_

Company Name: \_\_\_\_\_ Member of following chamber: \_\_\_\_\_

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

I will make a total payment of \_\_\_\_\_ by 6 June 2019 (receipt upon request )

Signature: \_\_\_\_\_

**\* Please note that cancellations after 6 June 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