



# International Best-in-Class CRE Benchmark & Exchange Program Tokyo, 16 - 18 October 2019



APCSC is organizing a 3-Days **International Best-in-Class CRE Benchmark & Exchange Program to Tokyo** with our CRE Awards international supporting organization, **HDI-Japan, on October 16-18.**

The Program is a 3-day intensive benchmark learning journey aiming at visiting the innovative customer service market leaders in Tokyo to network, share, and harvest cross culture new ideas; to understand the key challenges faced by mature corporations and industry leaders, and how to overcome them. APCSC provides an international platform for cross industry leaders to learn and share latest trends and best practices on CRE Leadership.

### **Day 1 & Day 2: Benchmark & Exchange with Market Leaders & Mystery Shopper Experience**

Target list of companies to benchmark and exchange on Innovative Customer Relationship Excellence Services Development include but not limited to: **Canon, NTT Communications, DHL Express, Disneyland, Fuji Xerox, Lexus, Nintendo, Nissan, SMBC Nikko Securities, Soft Bank, Sony, Uniqlo, Citizen, Toyota, Nikon, etc.**

**Day 3: HDI-Japan 2019 Conference & Expo:** International Keynote speakers from the USA, Japan and Asia Pacific sharing international trends and best practices of CRE service and support in the new era.

[https://www.hdi-japan.com/hdi/events6/Academy2019/Academy2019\\_ver1\\_eng.pdf](https://www.hdi-japan.com/hdi/events6/Academy2019/Academy2019_ver1_eng.pdf)

## Enrollment Form

For more information, please contact Mr. Alan Poon at (852) 2174 1428 or [accreditation@apcsc.com](mailto:accreditation@apcsc.com)

- Yes, I would to join the Best-in-Class CRE Benchmark & Exchange Program to Tokyo on October 16-18:**  
 **Member rate: HKD12,000\***                       **Non-Member rate: HKD13,000\***

*\* Fees does not include hotel and round-trip air tickets. Participants will make own hotel & flights arrangements.*

Contact Person Details		Company Details	
Full Name		Company Name	
Job Title		Address	
Email Address			
Telephone		City	

	Participant 1	Participant 2	Participant 3
Full Name			
Job Title			
Email Address			
Direct Tel			

\_\_\_\_\_  
Company Chop & Signature

\_\_\_\_\_  
Date

**Please email Registration Form at [accreditation@apcsc.com](mailto:accreditation@apcsc.com). For enquiries, please call (852) 21741428.**

#### Payment Method

We will send a crossed cheque by October 9, payable to “Asia Pacific Customer Service Consortium Ltd.”  
Address: 9/F., Surson Commercial Building, 140-142 Austin Road, Tsim Sha Tsui, Kowloon, Hong Kong

We will direct deposit to the following account. (Please fax the Cheque Copy/ Deposit Advice to (852) 2174 1438)  
Account Holder: Asia Pacific Customer Service Consortium Ltd.                      Account No: 204-0-011740  
Hang Seng Bank Ltd.    No. 83, Des Voeux Road, Central, Hong Kong