

Sunday | November 5, 2017

2:00pm – 6:30pm

EXHIBIT HALL SET-UP

7:00pm – 8:30pm

**LOYALTY360 MEMBER-ONLY
NETWORKING EVENT (OFF-SITE)**

Monday | November 6, 2017

8:00am	REGISTRATION & EXHIBITOR SET UP OPEN
8:15am – 9:15am	LOYALTY360 BOARD OF ADVISORS MEETING
9:30am	BREAKFAST
9:30am – 10:45am	PRE-EVENT NETWORKING ROUNDTABLE SESSIONS
11:00am – 11:15am	OPENING REMARKS with Mark Johnson, CEO Loyalty360
11:15am – 12:15pm	GENERAL SESSION
12:15pm – 1:15pm	MEET THE SPEAKERS: NETWORKING LUNCH in Exhibit Hall
1:25pm – 2:25pm	WORKSHOP SESSIONS
2:35pm – 3:20pm	BREAKOUT SESSIONS
3:20pm – 3:50pm	BREAK in Exhibit Hall
3:50pm – 4:20pm	TECHNOLOGY SHOWCASE POWER (HALF) HOUR
4:30pm – 5:15pm	GENERAL SESSION
5:15pm – 6:45pm	WELCOME RECEPTION in Exhibit Hall

Tuesday | November 7, 2017

7:30am – 5:15pm	REGISTRATION OPEN
7:30am – 8:45am	NETWORKING BREAKFAST
9:00am – 10:00am	BREAKOUT SESSIONS Presentations by the Loyalty360 Customer Awards finalists
10:15am – 11:15am	BREAKOUT SESSIONS Presentations by the Loyalty360 Customer Awards finalists
11:15am – 11:45am	BREAK in Exhibit Hall
11:45am – 12:30pm	KEYNOTE SESSION
12:30pm – 1:30pm	MEET THE FINALISTS: NETWORKING LUNCH in Exhibit Hall
1:35pm – 2:05pm	TECHNOLOGY SHOWCASE POWER (HALF) HOUR
2:15pm – 3:00pm	BREAKOUT SESSIONS
3:10pm – 3:55pm	BREAKOUT SESSIONS
4:05pm – 5:15pm	GENERAL SESSION
5:15pm – 6:45pm	COCKTAIL RECEPTION in Exhibit Hall
7:00pm - 8:30pm	LOYALTY360 CUSTOMER AWARDS DINNER (Invitation Required - Loyalty360 Member only)
8:30pm	LOYALTY360 CUSTOMER AWARDS AFTER PARTY

Wednesday | November 8, 2017

7:45am	REGISTRATION OPEN
8:00am – 9:00am	BREAKFAST in Exhibit Hall
9:10am – 9:55am	BREAKOUT SESSIONS
10:05am – 10:50am	GENERAL SESSION
11:00am – 12:15pm	GENERAL SESSION & CONFERENCE WRAP-UP
12:15pm – 1:15pm	LUNCH in Exhibit Hall
1:15pm – 4:00pm	OFFSITE LEARNING EXPERIENCE (Ryman Auditorium - Loyalty360 Member only)

Following up on its established lineup of events, Loyalty360 continues to push the envelope in customer loyalty conferences with the newest addition, Customer Expo, coming to the Sheraton Music City Hotel in Nashville, Tennessee November 6-8. Customer Expo will offer the exclusive brand insights that Loyalty360 conferences have come to be known for, with a focus on topics surrounding customer centricity and creating a customer experience that builds a solid foundation for future loyalty.

The inaugural Customer Expo will focus on all aspects of the customer journey, including an exploration of crucial audiences both internal and external. Through a robust slate of best-in-class speakers and interactive discussions, actionable case studies, and proven world class technology suppliers, attendees will learn about the latest theories, best practices, emerging trends, and strategies that drive measurable behavioral change and quantifiable results.

By attending, you'll have the opportunity to network with hundreds of your fellow marketers and hear how they are reaching their customer relationship-building goals.

