

Sunday | November 5, 2017

2:00pm – 6:30pm

EXHIBIT HALL SET-UP

7:00pm – 8:30pm

**LOYALTY360 MEMBER-ONLY
NETWORKING EVENT**

Monday | November 6, 2017

9:00am	REGISTRATION & EXHIBITOR SET UP OPEN
10:00am	BREAKFAST
10:15am – 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

BREAKFAST in Exhibit Hall

8:45am – 9:00am

TUESDAY KICKOFF (General Session)

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

GENERAL 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 – Finalists & Loyalty360 Member only)

Wednesday | November 8, 2017

7:45am	REGISTRATION OPEN
8:00am – 8:50am	BREAKFAST in Exhibit Hall
8:50am – 9:00am	WEDNESDAY KICKOFF (General Session)
9:00am – 9:50am	GENERAL SESSION
10:05am – 10:50am	GENERAL SESSION
11:00am – 12:00pm	GENERAL SESSION & CONFERENCE WRAP-UP
12:00pm – 1:00pm	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.

