



**Retail
Excellence**
Empowering an Industry

THE SME'S GUIDE TO THRIVING

A FREE RETAIL EXCELLENCE MEMBER EVENT



Retail Excellence invites you to a networking and information sharing event in The Crowne Plaza Hotel Blanchardstown on Tuesday 2nd April 2019.

This highly energised and innovative event is completely focussed on you, our SME Member, to give you the opportunity to meet other retailers who are in similar situations as yourself. Let's take this opportunity to take stock, find inspiration and share information. It's time to talk about how we can prepare for the future and learn from the past. It's time to get ourselves positive about this great industry again and look at it from a brand new perspective! We just need a little courage and where better to find this than in the company of our peers and some great speakers!

The event is designed to allow you identify new "easy to implement ideas" for your retail business and leave the day with at least 6 fresh thoughts, along with feeling more energised and focussed. Each session will include 5 minutes Q&A so have your questions ready.

Date	Tuesday, 2nd April 2019
Time	10.00 - 17.00
Location	Crowne Plaza Hotel Conference Centre, Blanchardstown, Dublin
Cost	This event is free of charge

In conjunction
with

Oifig Fiontair Áitiúil
Local Enterprise Office



Book online at www.retailexcellence.ie

For further information on this event please contact helen@retailexcellence.ie

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- 10.00** Registration | Coffee
- 10.30** Welcome Address | David Fitzsimons, Group CEO Retail Excellence
- 10.40** Paul Fagan, ActionCOACH Business Coach - Driving Sales & Profitability in Your Business
During this session Paul will challenge your thinking on what's possible in today's marketplace; you will learn 5 ways to increase your sales and profits; and he will share easy to implement strategies to help get immediate results in your business.
- 11.30** David Fitzsimons - The SME's Guide to Thriving
- 12.15** Round Table Discussion - 'Sharing Winning Ideas'
- 12.45** Lunch
- 13.30** Jean McCabe, Willow - 'Small Retail Can Still Go Big'
Winner National Store of the Year 2019
- 14.30** Ciarán McCormack, Group CEO Compu b and Bang & Olufsen Ireland and UK
- Using technology in retail to help improve your bottom line
In this highly informative session Ciarán will take you on a journey and explain how they have used technology within their own retail environments to help increase profits and decrease costs associated to running their local stores.
- 15.00** Domini Kemp, itsa - 'Company Culture'
Do you have a company culture that fits in with your brand? Domini Kemp (chef, food writer and entrepreneur) will analyse and discuss successful company cultures and the business leaders who have created them, including the successes and failures she has experienced in her own business.
- 15.45** Grab and Go Coffee
- 16.00** David O'Meara, Sales Director, Glory - Automating Cash Transactions
Learn how you can automate your store cash management from back office to front office, thereby helping your store operations to become more efficient and allowing your staff to focus on the customer experience
- 16.10** Susannah Hewson, Owner, CX Change -
'How Your Most Powerful Customer Experience Tool Can Increase Sales'
Customer experience (CX) is the only way to differentiate your business from your competitors. One of your most powerful customer experience tools is your staff and by increasing their consciousness of the customer, your staff can deliver experiences that will keep your customers coming back, spending more and recommending you to others. Susannah will give you tips on the importance of customer experience and getting your staff to be more conscious of their customers.
- 16.55** Review of the Day | Closing Comments

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For any queries in relation to bookings, contact helen@retailexcellence.ie

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