

## National Conference 2013

# AGENDA

**8.30: Arrive** - tea & coffee, introductions and collect name tags

**9:00: Introduction from Matt**

**9:20: Finance Presentation with Jo**

**9:40: Icebreaker:**

- GROUP 1 AND 2: My top 5 tips for customer attraction are:
- GROUP 3 AND 4: My top 5 tips for customer retention are:

*Spend 20 minutes brainstorming*

*Spend 20 minutes feeding back to other groups*

**10:20: Domains Presentation with Ryan**

10:45 Break for refreshments

**11:00 Marketing Presentation with Amy**

**11:25 Development Presentation with Stephen**

**11:45 Design Presentation with Kevin**

12:15 Break for Lunch

**13:00 Motivational Talk with 4N Director**

**14:00 Workshops**

New Commerce (Stephen)

DotMailer and Salesforce (Adam)

Domains (Ryan)

General Q and A - (Jo, Matt and Amy)

15:30 Break for Refreshments – Birthday Cake

**15:45 Ask the Panel Q&A** (Have panel of 3 franchisees – Steve, Phil and Oliver)

**16:30 Awards** – Categories TBC

**17:30 Finish**