

RETAIL SYMPOSIUM 2020

CUSTOMER LOYALTY MANAGEMENT IN RETAILING

Wednesday 5th February

9.30am

My journey from clicks to bricks and lessons learnt on loyalty along the way
Mr. Dan Ryan, Commercial Director, The Beauty Buddy.

11.00am

Consumer Confidence and Loyalty
Mr. Austin Hughes, Chief Economist, KBC Bank Ireland

12noon

The Impact of Store Atmosphere on Customers Loyalty towards Retail Stores: An Empirical-based Structural Predictive Model for Clothing Retailing in Developing Countries
Prof. Dr. Tarek Taha, PhD, Dean of the Faculty of Business, Alexandria, Egypt

Lunch

2pm

On-Line Loyalty & Customer Retention
Ms. Aisling Toms, Onboarding & Retention Manager, Musgrave Retail Partners

3pm

The Retail Landscape in a changing Economic Climate
Mr. Jim Power, Managing Director, Jim Power Economics/Chairman, Love Irish Food

4pm

Is Customer Loyalty Dead? Local town and shopping centres
Mr. Matthew Hopkinson, Co-Founder Diodobi, Retail & Urban Repurposing, UK.