

CUSTOMER RETENTION & INVENTORY CONTROL MASTERCLASS

Join us for a dynamic, two-day workshop designed to sharpen your operational edge and elevate your customer experience. Whether you're a seasoned manager or a rising team lead, this masterclass will equip you with practical strategies and tools to drive retention and streamline inventory.



DAY 1
9:30 AM-10:30AM

MASTERING THE CUSTOMER JOURNEY

CRM in Action, Special Orders vs. Back Orders

DAY 1
10:30 AM-10:45 AM

COFFEE BREAK

Enjoy complimentary snacks and beverages

DAY 1
10:45 AM-12:00PM

MASTERING THE CUSTOMER JOURNEY

Strategic Ordering, Flawless Fulfillment

DAY 1
12:00 PM-1:00 PM

LUNCH & NETWORKING

Boxed lunches are available for all attendees. Engage in informal networking with fellow participants.

DAY 1
1:00 PM-1:30 PM

LEADERSHIP ROUNDTABLE: BEHIND THE SCENES

Gain exclusive insights into upcoming product developments, followed by an open Q&A session with our experts.

DAY 1
1:30 PM-2:00 PM

COFFEE BREAK

Enjoy complimentary snacks and beverages

DAY 1
2:00 PM-4:00 PM

INVENTORY INTELLIGENCE

Tracking Inventory Adjustments, Receiving and Supplier Billing, Reconciling Invoices

DAY 2
9:00 PM-12:00 PM

OPTIMIZING OPERATIONS

Pricing & Data load, System Five Sidekick, Reporting, Windward Intelligence, Integrations

DAY 2
1:00 PM-3:00 PM

OPTIONAL: Q & A



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