

JCX Conference: Elevating customer eXperience in Jersey – together

9:00 am - 2:00 pm | 09/10/2025 | Radisson Blu
Waterfront Hotel | Early bird £118 per person or
£998 for table of 10



Elevating Customer eXperience in Jersey – Together! One SMILE at a time...

In its second year, the JCX Conference is more than an event — it's a movement that's gaining momentum. After a successful launch, we're back with even greater energy, purpose, and passion to put customer eXperience at the heart of Jersey's business success. This is your chance to be part of a growing community that believes in the power of empowerment, the impact of positivity, and the importance of celebrating service excellence.

Step into a space where ideas come to life, where customer-first thinking fuels business success, and where we empower each other to thrive. This year's conference will feature:

- 8.30am Registration and Coffee
- 9am Opening Keynote from Stefan Osthaus, President Customer Institute
- 9.45am Case Study with Katie Nugent, Group Retail Director Lush
- 10.15am Panel Conversation
- 11am Break
- 11.30am Delivering exceptional DCX
- 12.15pm Jersey Customer Satisfaction Index, the results
- 1pm Danica Damljanovic: enhancing CX with AI
- 1.45pm Closing Remark, your host Claire Boscq, Founder JCX Alliance
- Light Lunch and Networking with Exhibitors
- The Evening: Jersey Customer Service Awards

As the sun sets, we shift to a joyous celebration of service excellence at the Jersey Customer Service Awards. Join us in recognising the individuals and teams who make a real difference through their dedication, care, and exceptional service. (for more details on the CS Awards contact Sandy Moretta)

Together, let's make 2025 a landmark year for customer eXperience in Jersey. This is more than a conference – it's a movement. Whether you're looking to grow, connect, or be inspired, this is your opportunity to shine.