



22nd “Excellence in Services International Conference”

29 and 30 August 2019

CONFERENCE PROGRAMME

Perrotis College, Thessaloniki, Greece

Thursday 29 August 2019

9.30 - 10.00 am	Registration & Welcome Coffee
10.00 - 11.30 am	Opening Plenary session <i>Conference Opening and Welcome address:</i> Keynote Speaker: Professor Dimitrios Buhalis , Bournemouth University, England
11.30 am – 1.00 pm	Parallel sessions
1.00 – 2.00 pm	Lunch
2.00 – 4.00 pm	Parallel sessions
4.00 – 4.30 pm	Coffee break
4.30 – 6.00 pm	Parallel sessions
8.30 p.m.	Gala Dinner - Awards

Friday 30 August 2019

9.00 – 10.30 am	Parallel sessions
10.30 – 11.00 am	Coffee break
11.00 – 12.30 pm	Discussion Forum on 4.0 , Chairs: Dr. Alex Douglas and Dr. Andrea Chiarini
12.30 - 1.30 pm	Keynote speaker: Professor Fotis Vouzas , University of Macedonia, Greece
1.30 – 1.45	Closing of Conference