



27th “Excellence in Services International Conference”

29 and 30 August 2024

CONFERENCE PROGRAMME (prov.)

University of Bergamo, Italy

Thursday 29 August 2024

9.00 - 9.30 am	Registration & Welcome Coffee
9.30 - 11.00 am	Opening Plenary session <i>Conference Opening and Welcome address:</i> <i>Representative of University of Bergamo, Federico Brunetti Co-Chair, Jacques Martin Co-chair, Mauro Cavallone Co-Chair</i> <i>Keynote Speaker</i>
11.00 -12.00 am	Parallel sessions (1)
12.00 – 1.00 pm	Lunch
1.00 – 3.00 pm	Parallel sessions (2)
3.00 – 3.30 pm	Coffee break
3.30 – 5.30 pm	Parallel sessions (3)
8.00 pm	Gala Dinner: “Ristorante Il Pianone, Via al Pianone, 21, Bergamo 2023 Best Papers Awards

Friday 30 September 2024

9.00 – 11.30 am	Parallel sessions
11.30 – 11.50	Coffee break
11.50 – 12.50	Keynote Speaker
12.50 - 1.10 pm	Closing of Conference