

	<b>Programme</b>	
<b>Wednesday, 5th June</b>		
<b>14:45-17:00</b>	Pre-conference Customer Vulnerability Workshop	Kedge Excecutive Centre
<b>17:00-19:00</b>	Workshop cocktail, sponsored by QUT and University of Canberra	Kedge Excecutive Centre
<b>Thursday, 6th June</b>		
<b>09:00 - 11:30</b>	Pre-conference ServCollab Workshop	Kedge Excecutive Centre
<b>13:00 - 17:00</b>	Registration and coffee	Foyer
<b>13:00 - 14:30</b>	Parallell Sessions 1	See pp. 12-26
<b>14:30 - 15:00</b>	Coffee Break	Foyer
<b>15:00 - 16:10</b>	Parallell Sessions 2	See pp. 12-26
<b>18:00 - 21:00</b>	Conference Welcome Reception / Cocktail Dinner	<b>Palais de la Bourse</b>
<b>Friday, 7th June</b>		
<b>09:00 - 09:15</b>	Welcome and Opening Adress	Amphi 1136
<b>09:00 - 12:00</b>	Registration and coffee	Foyer
<b>09:15 - 10:15</b>	Keynote speech Prof. Yves van Vaerenbergh	Amphi 1136
<b>10:15 - 10:45</b>	Coffee Break	Foyer
<b>10:45 - 12:15</b>	Parallell Sessions 3	See pp. 12-26
	Lunch	Foyer
<b>12:15 - 13:15</b>	Editorial Review Board Meeting - Journal of Service Theory and Practice	Room 718
<b>13:15 - 14:45</b>	Parallell Sessions 4 / Meet the editors 1	See pp. 12-26
<b>14:45 - 15:00</b>	Coffee Break	Foyer
<b>15:00 - 16:30</b>	Plenary Session Prof. Christian Grönroos, Prof. Hope Schau, Prof. Ray Fisk	Amphi 1136
<b>18:45 - 19:30</b>	Panoramic boat ride to Gala Dinner	<b>Ponton d'Honneur</b>
<b>19:30 - 01:00</b>	Gala Awards Dinner	<b>Château Grattequina</b>
<b>Saturday, 8th June</b>		
<b>08:00 - 09:00</b>	Editorial Review Board Meeting - Journal of Services Marketing	Salle de conseil
<b>09:00 - 10:30</b>	Parallell Sessions 5	See pp. 12-26
<b>10:30 - 11:00</b>	Coffee Break	Foyer
<b>11:00 - 12:30</b>	Parallell Sessions 6 / Meet the editors 2	See pp. 12-26
	Lunch	Foyer
<b>12:30 - 13:30</b>	Editorial Review Board Meeting - Journal of Service Management	Salle de conseil
<b>13:30 - 14:45</b>	Parallell Sessions 7	See pp. 12-26
<b>16:30 - 18:00</b>	Visit to Cité du Vin	<b>Cité du Vin</b>
<b>18:00 - 21:00</b>	Networking dinner	<b>Cité du Vin</b>