

AgentFest 24

The Winning Formula

What it takes to be the best you can be!

21 November 2024

The event for front-line professionals

AgentFest 24 welcomes Olympic champion Sarah Jones, who will headline this great event. She will recount her Tokyo and Paris campaigns, revealing what is required to achieve success, maintain resilience, and aim for success!

AgentFest 24 is back with a BANG!

We're thrilled to invite frontline advisors to this exclusive event, hosted by the award-winning **Motability Operations** — current holders of the Contact Centre of the Year (Large) award. It's an exciting day packed with **interactive sessions**, **networking opportunities**, and **inspiration**, all focused on helping advisors grow and thrive.

Throughout the day, attendees will connect with peers, share best practices, and dive into workshops designed to boost confidence and improve service delivery. Every advisor will be at the centre of the action, **encouraged to embrace their role** in the contact centre community.

Ensure your advisors attend and experience a day dedicated to them — designed to help them be the best they can be!

As a special highlight, Team GB hockey star Sarah Jones will join us to share her journey to Olympic success. She'll discuss resilience, goal setting, and the personal commitment needed to achieve greatness — offering invaluable lessons that advisors can apply in their own roles.

Don't miss this **unique opportunity to inspire** your frontline team. They'll leave with new ideas, a pledge for self-improvement, and a fresh perspective on delivering exceptional customer service.

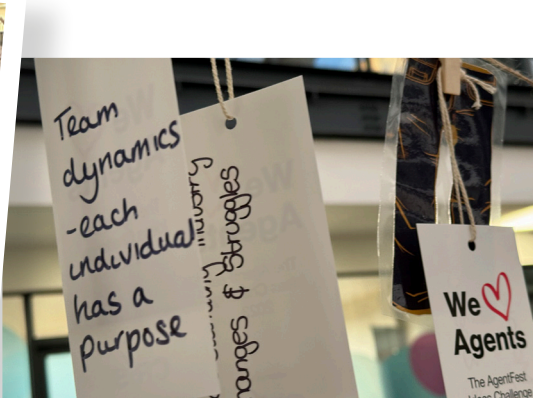
**AgentFest
24 Guarantee**
Ideas for
implementation and a
personal pledge



Hurry! Places are limited. Book now at
[www.contactcentreforum.co.uk/
events-page/agentfest-24](http://www.contactcentreforum.co.uk/events-page/agentfest-24)

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Motability Operations, Building 610, Bristol
Business Park, Stoke Gifford, Bristol, BS16 1EJ



AgentFest 24 – A full day filled with inspirational sessions. A unique event, dedicated to all advisors. Let AgentFest form part of your engagement and retention strategy. This year's AgentFest is a 'Winning Formula' for all who attend. Outstanding sessions will include:



Lee Haddow
Head of Operations
Motability Operations

Award-winning advisors – developing for success

I'm looking forward to sharing with AgentFest 24 how all advisors can make a real difference to delivering outstanding service. I'll share my tips on what it takes to be an exceptional advisor and how commitment to personal development leads to success. I can't wait to welcome all to Motability Operations.



Sarah Jones
Team GB Hockey Team
Olympian, Tokyo & Paris

What it takes to be the best you can be

Hello AgentFest, I can't wait to share with you, what I see as the commitment to succeed to self and team. What it takes to be resilient when the game plan changes, map your journey of success. You own it and need to deliver on all levels. I'll also be bringing my Tokyo medal for plenty of selfies!



Katy Forsyth
Managing Director
Red Recruitment

Championing you to be the best you can be – careers of choice

Bring on AgentFest 24! I can't wait to deliver a thoroughly interactive workshop where all will come away with ideas on how they can make their career a real success.



Emily Shaw
Head of L&D
SWCCF

Change is the only constant – get ready for a future of success

AgentFest 24 – are you ready? This is the event of the year for all advisors to attend! I'm so excited to see all on the day. I will deliver sessions where we will be working in teams to embrace the future customer service landscape. As well as discovery sessions on how positive change works to give all the opportunity to develop into 'Super Agents'.



The AgentFest 24 Ideas Challenge

Working in teams, we will embrace all learnings from the day to meet the challenge of creating 50 top ideas for all to take back to their business, along with an AgentFest Personal Pledge.

Hosted by Motability Operations, this unique event aims to celebrate and develop your great advisors

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1 – 2 agents £250+VAT pp
3 – 4 agents £199+VAT pp
5+ agents £179+VAT pp

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Book now and welcome your advisors back into the business as rewarded and motivated individuals