

**Trinational Seminar „CSI“ Marburg“ May 20 – 30, 2015**

<b>Date</b>	<b>schedule</b>	<b>remarks</b>
15-05-20 till 15-05-23	<b>The French experience</b> American group and part of German group meet to explore Paris	
15-05-23	<b>The German experience – customer service investigation and more</b> <ul style="list-style-type: none"> <li>• Germans catch coach to Frankfurt (11am KKS A-building)</li> <li>• group meets other Germans and Americans at soccer game in Frankfurt (3 pm)</li> <li>• coach to Ruedesheim</li> <li>• check-in hotel, supper (7 pm)</li> <li>• free evening in Ruedesheim</li> </ul>	Luggage of American group switched from one coach to the other at the stadium
15-05-24	<ul style="list-style-type: none"> <li>• Experience Rhine Valley (UNESCO Cultural Heritage Site from boat) (10 pm)</li> <li>• Take cable car to see „Niederwald Denkmal“ and enjoy beautiful view on Rhine valley. Walk back to Ruedesheim or take cable car</li> <li>• Afternoon to explore Ruedesheim or rest</li> <li>• wine tasting and supper (6 pm)</li> </ul>	Lunch not included (possible on boat or later in Ruedesheim)
15-05-25	<ul style="list-style-type: none"> <li>• Checkout until 9.30 am</li> <li>• Gueded Tour Kloster Eberbach</li> <li>• Picknick break on the way to Marburg</li> </ul>	Picknick provided
15-05-25	<b>Setting the stage</b> <ul style="list-style-type: none"> <li>• Check-in hotel Marburger Hof (3pm)</li> <li>• exploring Marburg (guided activity 4 pm)</li> <li>• Supper near the castle</li> </ul>	
15-05-26	<b>Making the Case</b> <ul style="list-style-type: none"> <li>• Meet and Greet (9am) KKS D-Building</li> <li>• Icebreakers</li> <li>• Input and group work on (The customer's journey through a business)</li> <li>• Presentation Frau Richter (Hotel Marburger Hof): Pricing Strategies</li> <li>• Lunch (1pm) KKS Restaurant A-Building</li> <li>• Preparation of business explorations in 5 mixed nationality groups</li> <li>• time to explore Marburg</li> <li>• dinner on your own</li> </ul>	Please bring along „wanted posters“ and 3 pictures or things: favourite place, something about your job, something about your college training
15-05-27	<b>Investigation</b> <ul style="list-style-type: none"> <li>• Site visits in groups, meeting points, transport, timing and lunch organised on the way by each group individually (9am)</li> <li>• Faculty from Northern Ireland arrive</li> </ul>	
15-05-28	<b>Putting together the case</b> <ul style="list-style-type: none"> <li>• Work on group presentations (9 am) KKS D-Building</li> <li>• Faculty planning meeting (when groups have got going)</li> <li>• Lunch at school available (should be ordered on first seminar day)</li> </ul>	Each group works in its own time schedule Faculty there to assist School lunch at 12.45 for 2.50€
15.05.28	<b>The grand gathering</b> Food, entertainment & fun (5 pm) KKS A-Building	
15-05-29	<b>Showdown</b> <ul style="list-style-type: none"> <li>• Group presentations, feedback, certificates (9am, presentations to start at around 10am) KKS D-Building and Waggonhalle</li> <li>• Lunch</li> <li>• Faculty from Northern Ireland leave</li> </ul>	

	<b>Chillout</b> <ul style="list-style-type: none"><li>• Afternoon: time to do shopping, and enjoy Marburg at your leisure</li></ul>	
15-05-30	<b>Rolling Home</b> <ul style="list-style-type: none"><li>• Transfer to Frankfurt airport by coach</li></ul>	

