

**SAVE THE DATE: September 20<sup>th</sup>, 2022**  
at 3 pm CET (Central European Time, e.g., Brussels) – Other time zones: See below

It is our pleasure to announce the first speaker in our **online seminar series**, namely **Roland Rust** from the University of Maryland.

The online event (free of charge) will take about 100 minutes, of which the first half (50 min) will be Roland Rust's Keynote Talk on "The Future of Service", followed by Q&A and an online networking event.

Roland will present on the following time zones (in ascending order):



- Berkely (US): 6 am PDT (Pacific Daylight Time) (UTC -7)
- Boston (US): 9 am ET (Eastern Time) (UTC - 4)
- Brussels (Belgium): 3 pm CET (Central European Time) (UTC +2)
- Bulawayo (Zimbabwe): 3 pm CAT (Central Africa Time) (UTC +2)
- Beirut (Lebanon): 4 pm EET (Eastern European Time) (UTC + 3)
- Baghdad (Iraq): 4 pm AST (Arabia Standard Time) (UTC + 3)
- Bengaluru (India): 6:30 pm IST (India Standard Time) (UTC + 5.30)
- Bangkok (Thailand): 8 pm ICT (Indochina Time) (UTC + 7)
- Beijing (China): 9 pm CST (China Standard Time) (UTC + 8)
- Brisbane (Australia): 11 pm AEST (Australian Eastern Standard Time) (UTC +10)

Via the following ZOOM link:

<https://uni-passau.zoom.us/j/68727344543?pwd=T0pTTHBvbWNJUU0hYV29LekVkcUFsdz09>

For this new online seminar series, the EMAC Service Marketing SIG joins forces with IRSSM and AMA SERVSIG.

