

the offer you can't refuse

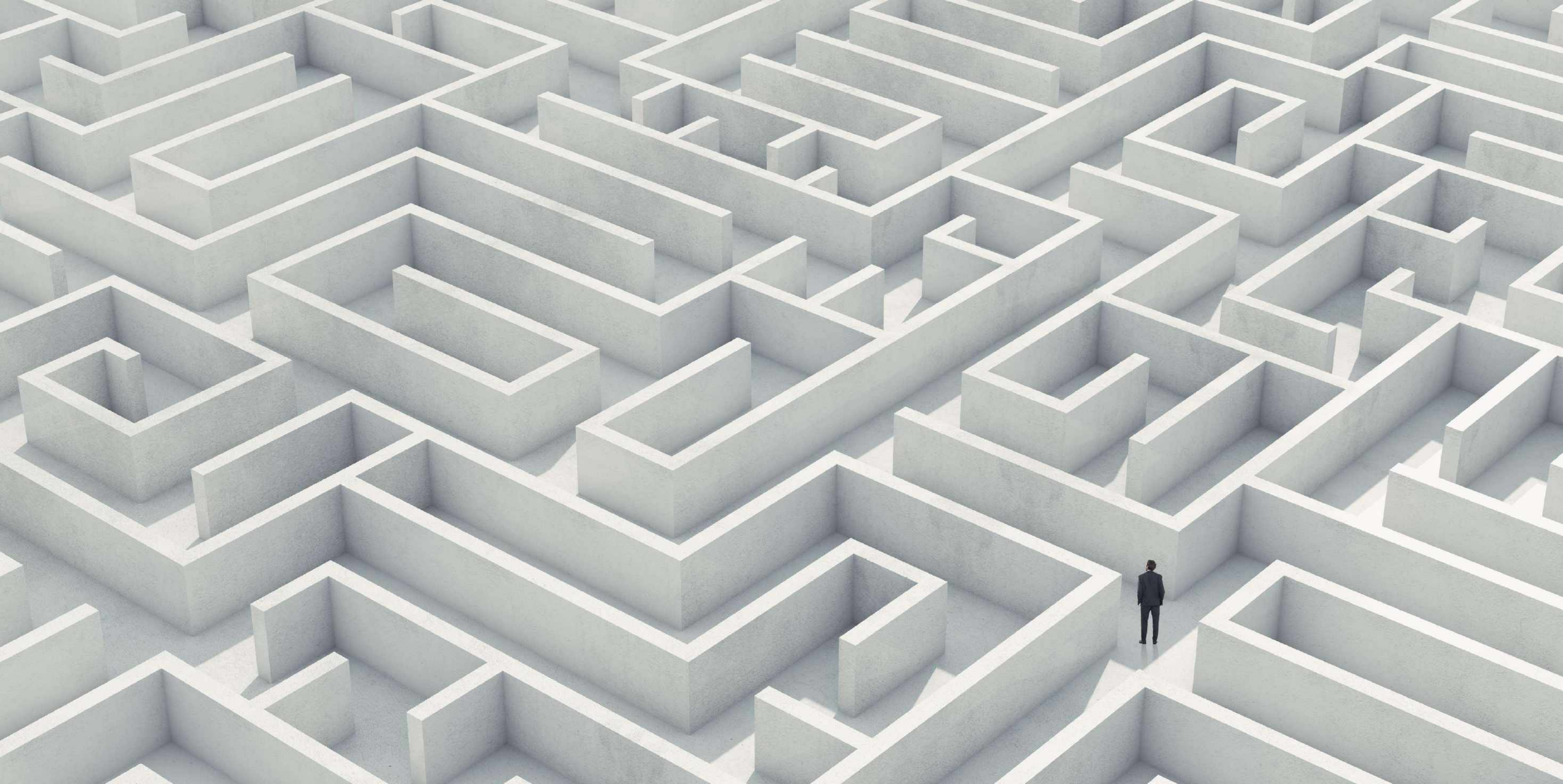
What if customers want more than excellent service?



Steven Van Belleghem



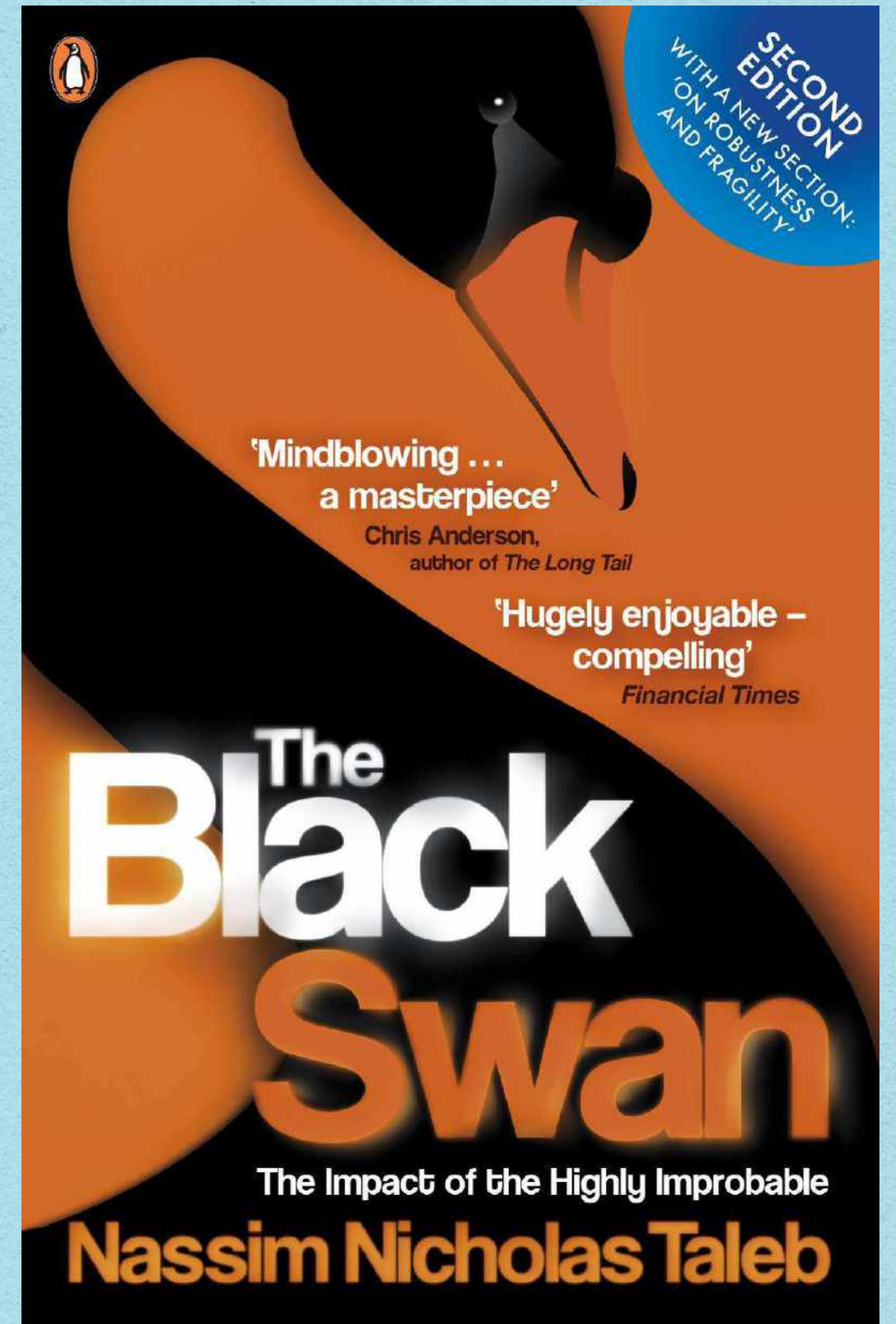
**CUSTOMER
FIRST WITHOUT
COMPROMISE**





the ffer  you can't  refuse 

Steven Van Belleghem





the offer  you can't refuse 

Steven Van Belleghem



the 😊ffer 🙌🌍ou can't refuse 🌱

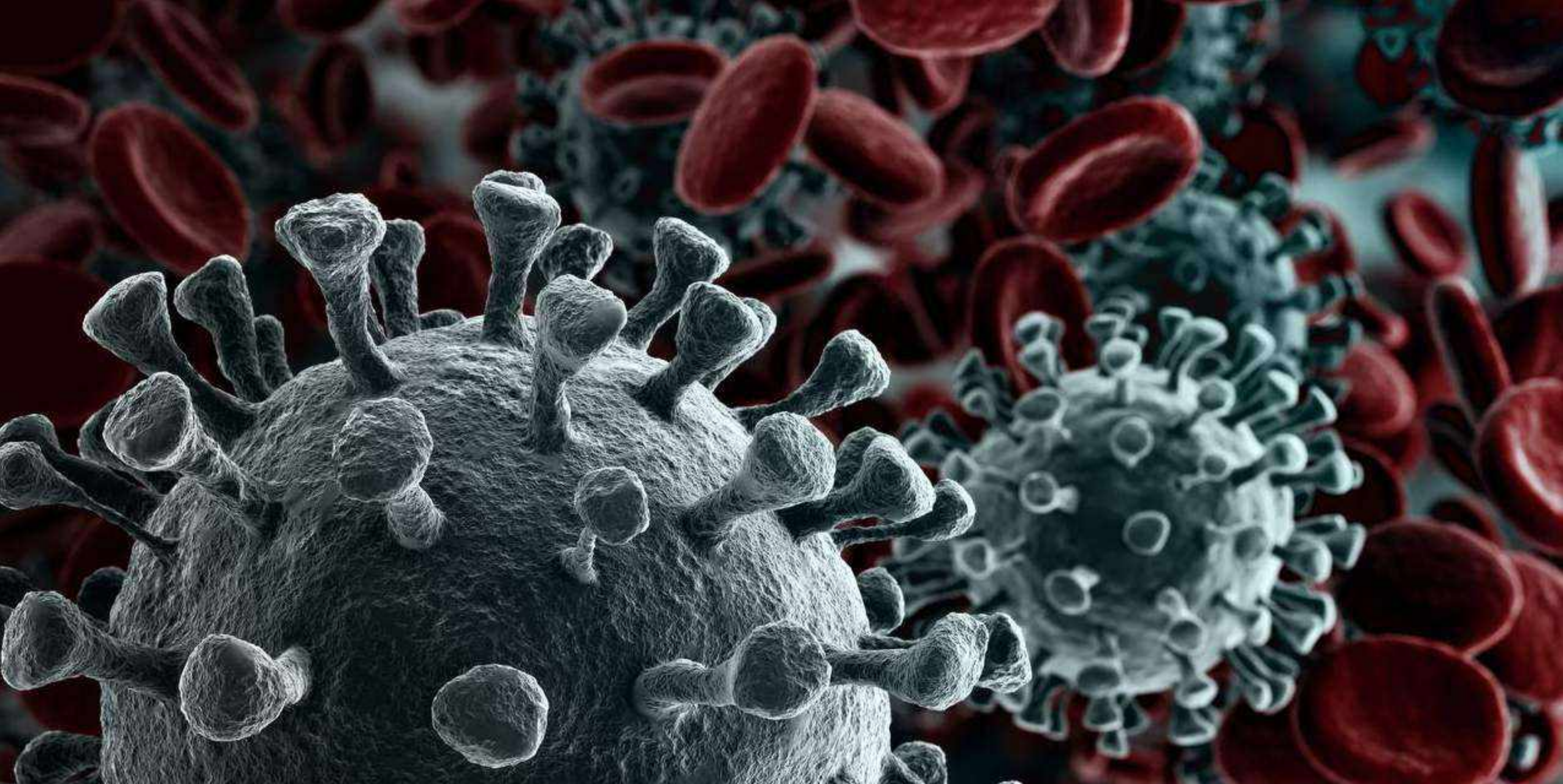
Steven Van Belleghem





the offer you can't refuse

Steven Van Belleghem



the offer 🙌 you can't refuse 🌱

Steven Van Belleghem



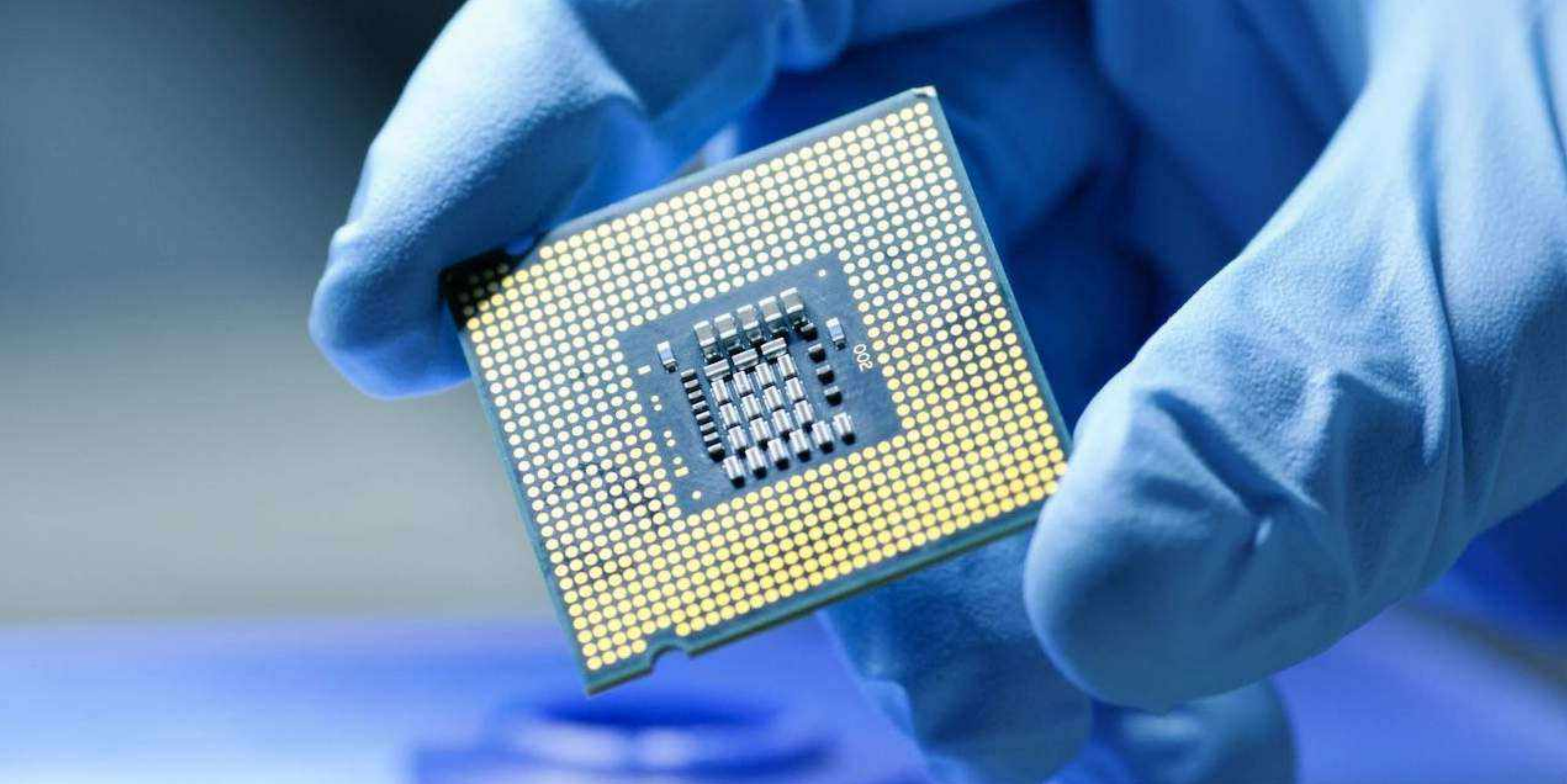
the offer you can't refuse

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the 🤝ffer 🌍 you can't refuse 🌱

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**“*It’s not the
best team
that wins*”**

**Marc Lammers,
Gold Medal Hockey Coach**



***“ The team that
adapts itself
best to new
circumstances
wins!***

”

**Marc Lammers,
Gold Medal Hockey Coach**





**CUSTOMER
FIRST WITHOUT
COMPROMISE**



80
60
100
120
140
160
20
40
20
0
0
1
2
3
4
5
6
7
8
9
10
GAS
PRESSURE
bar
psi

80
0
1
0
GAS
PRESSURE
bar
psi

same day delivery





the  offer  you can't  refuse 

Steven Van Belleghem

great intentions



average
(to low)
execution 😊



UNITED



Fly the Friendly Skies



the 🤪ffer 🙌🌎 you can't refuse 🌱

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VERTUO


MORE FROM EVERY CUP

Discover more



SELECT YOUR DELIVERY METHOD

Delivery when you want

-  **Delivery when it suits you best** €3.90
- During the day or in the evening, it's all up to you.

[Learn more >](#)


Your delivery

→ Select or change your delivery timeslot

Delivery in a pick-up point

-  **Collect in a pick-up point nearby** €3.90
- Order before 11 pm and receive your order within 2 working days at your selected UPS pick up point.

[Learn more >](#)

-  **Pick up in a Nespresso Boutique** Free
- 1 h after you placed the order, your parcel will be ready at your selected Boutique. You can pick it up at the Boutique's "pick up" counter.

[Learn more >](#)

SELECT YOUR DELIVERY METHOD

Delivery when you want



Delivery when it suits you best

€3.90

During the day or in the evening, it's all up to you.

[Learn more >](#)

Select your slot of delivery

Choose in the calendar below the slot in which you wish to receive your order.

	Thursday 19.09	Friday 20.09	Saturday 21.09	Sunday 22.09	Monday 23.09	Tuesday 24.09	Wednesday 25.09
08h00 - 18h00	€3.90	€3.90	€3.90		€3.90	€3.90	€3.90
18h00 - 22h00	€3.90	€3.90			€3.90	€3.90	€3.90

Select your slot of delivery

Choose in the calendar below the slot in which you wish to receive your order.

	Thursday 19.09	Friday 20.09	Saturday 21.09
08h00 - 18h00	€3.90	€3.90	€3.90
18h00 - 22h00	€3.90	€3.90	

Well...average execution







VESA

DISNEYLAND EMPLOYEE RUINS MARRIAGE PROPOSAL

great intentions



average
(to low)
execution 😊



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***“ the best way
to predict
your future is
to create it ”***

Abraham Lincoln





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**CUSTOMER
FIRST WITHOUT
COMPROMISE**

a new kind of customer expectations





**digital
convenience**



human empathy
and kindness



digital
convenience



human empathy
and kindness



digital
convenience



global
challenges

a new kind of customer expectations



the offer you can't refuse

What if customers want more than excellent service?



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old world minimum demand?

good product



service & price

...NO. 1.

F
 The Boston Globe
 OCTOBER 27, 1987
 1 6 0
 3 17 0
 ner
 ckett dominant
 Red Sox attack
 the Rockies
 Jackie
 MacMURRAY
 sitting stride
 t right time



**WELL WHAT DID
 YOU EXPECT ?**
Good Service AND Good Food !

Sam Mela Anthony A [unclear] [unclear]





old world minimum demand?

good product



service & price

old world

minimum demand?

new world

minimum demand?



good product 😊 service & price

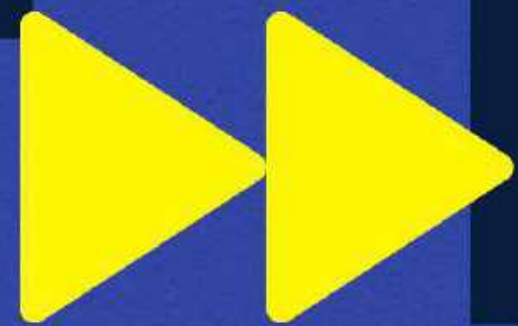
good product 😊 service & price



the 🤪ffer 🙌🌍u can't refuse 🌱

Steven Van Belleghem

the big
digital jump
forward





**McKinsey
research:
Digital made
a jump of
7 years in just
12 months
time**

**How COVID-19 has pushed companies over
the technology tipping point—and
transformed business forever**

October 5, 2020 | Survey



digital for everything







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Levi's president quit and walked away from \$1 million in severance so she could 'be free' to speak out against school closures



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FROM CAMBIUM LEARNING GROUP



Kiss your guacamole goodbye: The U.S. just hit pause on avocado trade with Mexico, shutting down a \$3 billion industry



Elon Musk made one of the biggest donations to a charity in history with a November gift of \$5.7 billion in Tesla shares

TECH • FACEBOOK

Facebook, Instagram, and WhatsApp just went offline

BY JONATHAN VANIAN

October 4, 2021 6:56 PM GMT+2





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MARKETS

BUSINESS

INVESTING

TECH

POLITICS

CNBC TV

WATCHLIST

PRO

TECH

Facebook says sorry for mass outage and reveals why it happened

PUBLISHED TUE, OCT 5 2021•6:13 AM EDT | UPDATED TUE, OCT 5 2021•11:19 AM EDT

Sam Shead

[@SAM_L_SHEAD](#)

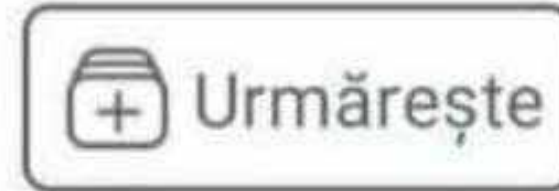
SHARE





Mark Zuckerberg ✓

5h • 🌐



Facebook, Instagram, WhatsApp and Messenger are coming back online now. Sorry for the disruption today – I know how much you rely on our services to stay connected with the people you care about.

👍 😂 ❤️ 1,7 MIL.

451.671 comentarii • 356.174 distribuiri



Mark Zuckerberg ✓

5h • 🌐



Facebook, Instagram, WhatsApp and Messenger are coming back online now. Sorry for the disruption today – I know how much you rely on our services to stay connected with the people you care about.

👍 😂 ❤️ 1,7 MIL.

451.671 comentarii • 356.174 distribuiri

👍 Îmi place

💬 Comentează

➦ Distribuie

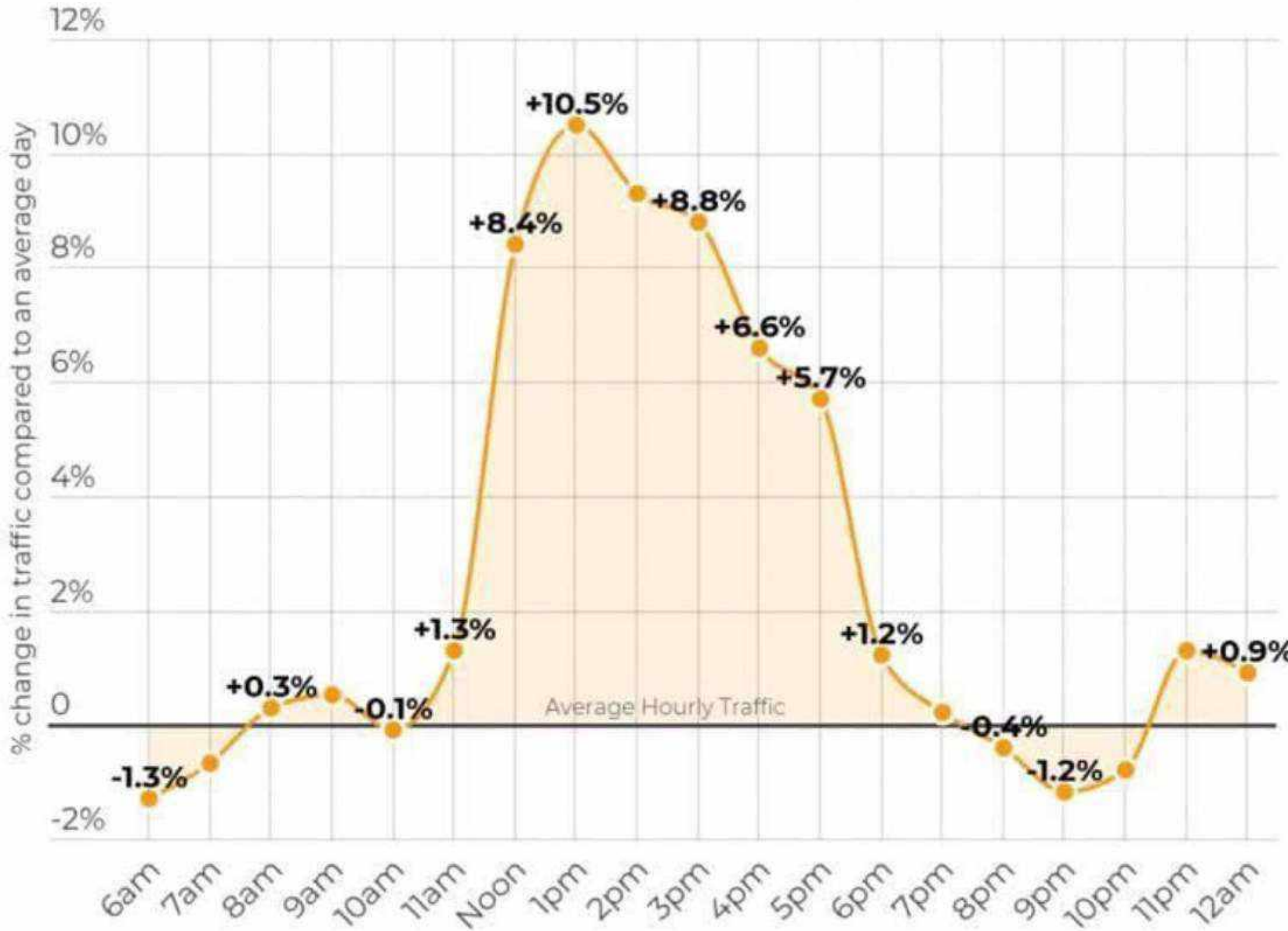


Bibanu mixXL ✓

Don't buy pornhub!

👍 Răspunde 367 😂 👍

Hourly Traffic Change During October 4th Facebook, Instagram & Whatsapp Outage



October 4th, 2021

pornhub.com/insights



Mark Zuckerberg ✓

5h • 🌐



Facebook, Instagram, WhatsApp and Messenger are coming back online now. Sorry for the disruption today – I know how much you rely on our services to stay connected with the people you care about.

👍 😂 ❤️ 1,7 MIL.

451.671 comentarii • 356.174 distribuiri

👍 Îmi place

💬 Comentează

➦ Distribuie




Bibanu mixXL ✓

Don't buy pornhub!

👍 Răspunde 367 😂 👍



Steven Van Belleghem

A hand holding a pen is positioned over a laptop keyboard. The background is a light blue color with various digital icons overlaid, including a smartphone, a Wi-Fi symbol, a speech bubble, and a document with a checkmark. The text "customers know how digital works by now" is written in a bold, dark blue font across the center of the image.

**customers
know how
digital works
by now**

the ultimate
convenience
becomes a
commodity





zero 🤞 tolerance
for digital
inconvenience



the offer 🙌 you can't refuse 🌱

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become a fr[⚡]action hunter

Steven Van Belleghem



The 6x cheaper international account.



Over 12 million customers
[Read on Trustpilot](#) >

FCA regulated
[Learn more](#) >

You send
1,000 EUR ▾

- **8.64 EUR** [Fast transfer](#) ▾ fee

= **991.36 EUR** Amount we'll convert

x **0.829000** [Guaranteed rate \(32 hrs\)](#)

Recipient gets
821.84 GBP ▾

You could save vs banks
21.73 EUR

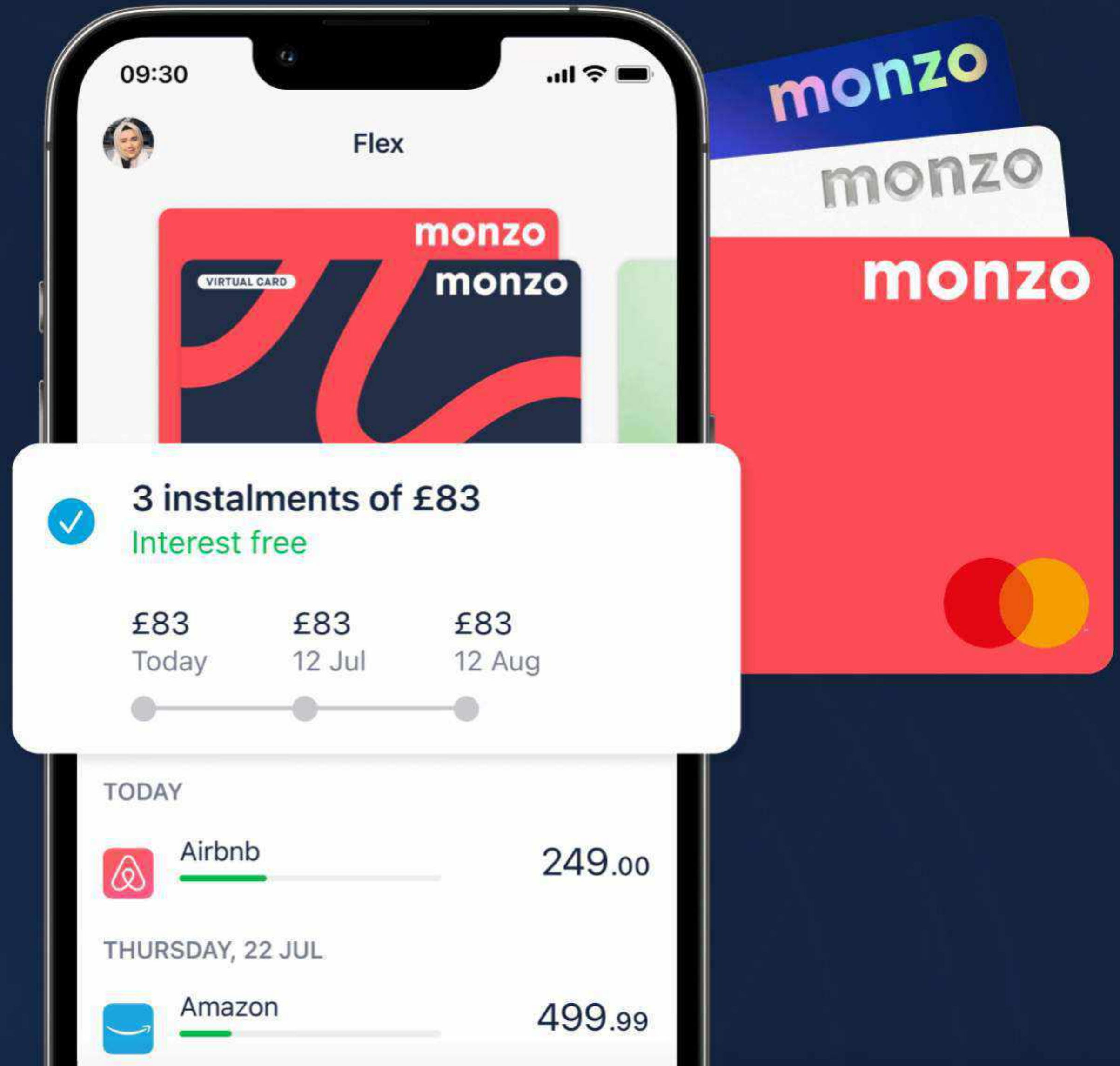
Should arrive
in seconds

[Compare price](#)

[Get started](#)

Introducing Monzo Flex

A better way to pay later for pretty much anything, from your bank.

[Learn more about Monzo Flex](#)[Get a Monzo current account](#)

✓ 3 instalments of £83
Interest free



TODAY

Airbnb 249.00

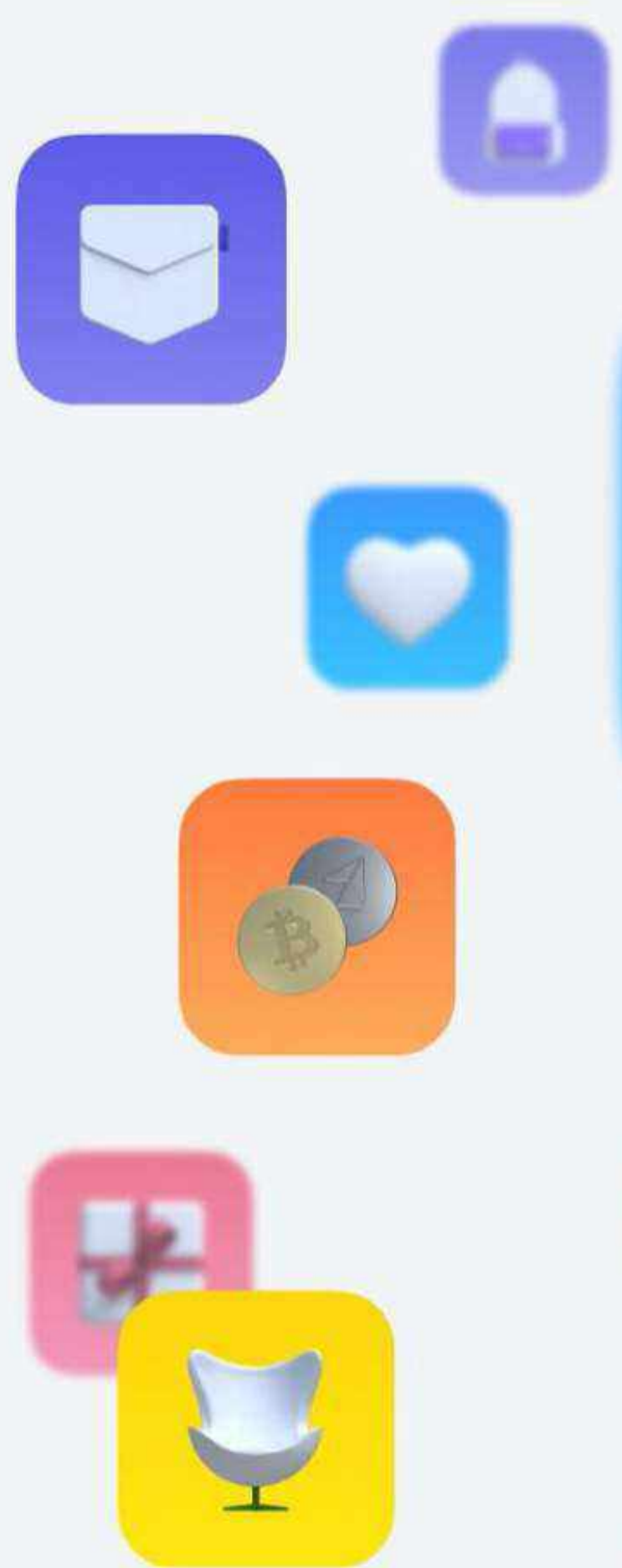
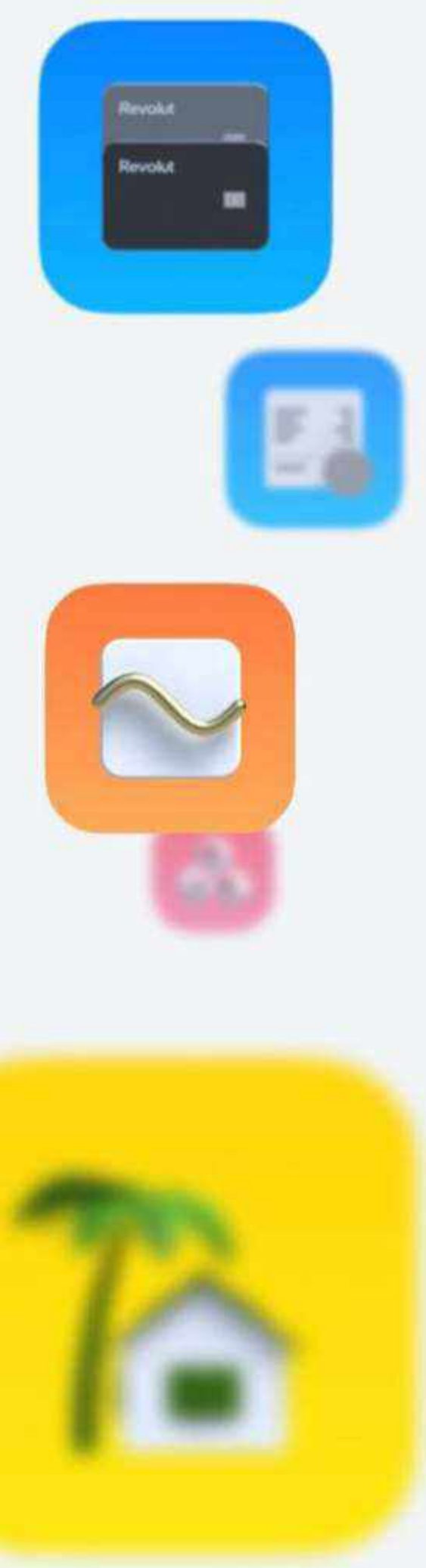
THURSDAY, 22 JUL

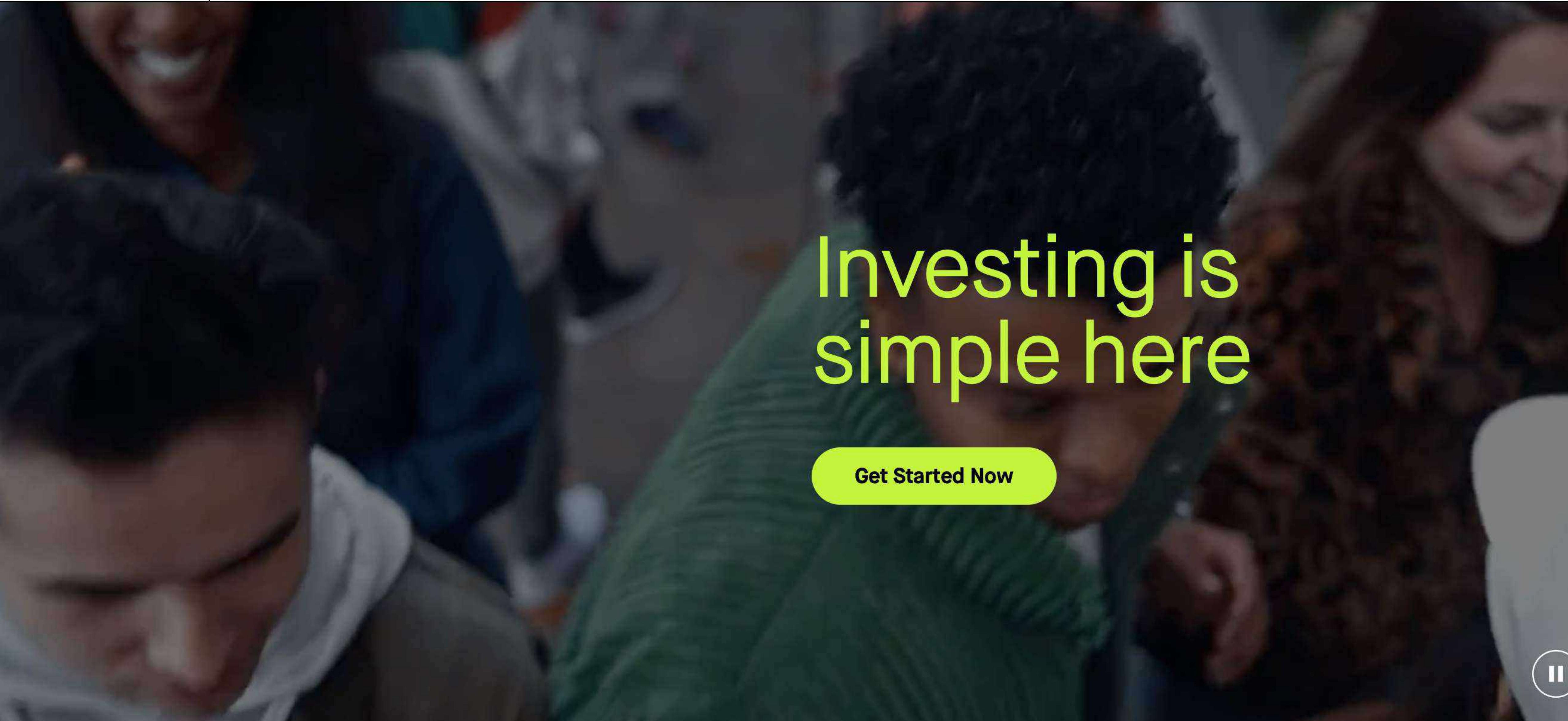
Amazon 499.99

One app, all things money

From easy money management, to travel perks and investments.
Open your account in a flash

Get a free account





Investing is simple here

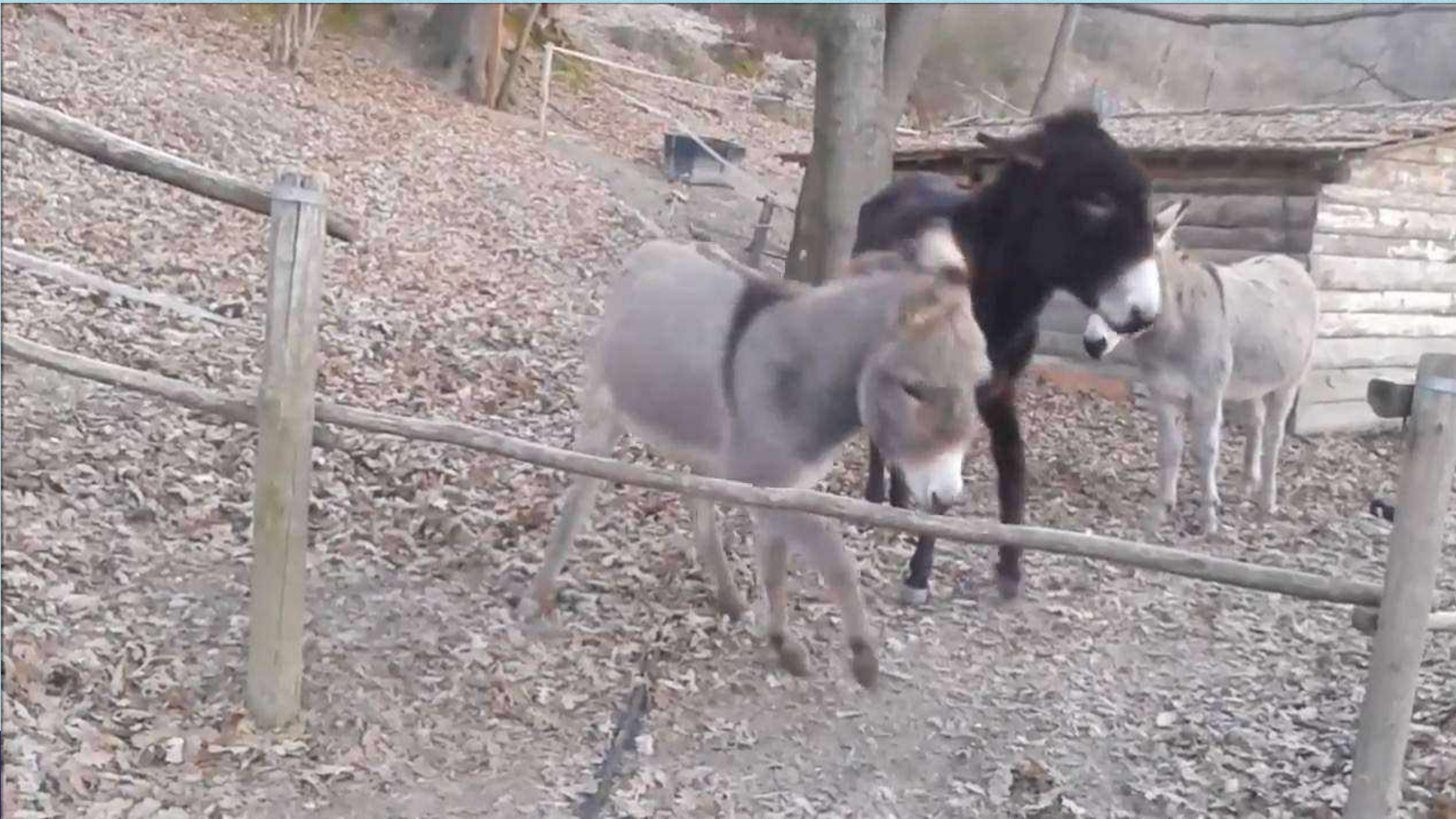
[Get Started Now](#)



become a fr⚡ction hunter

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become a fr[⚡]action hunter

Steven Van Belleghem



Walmart



the offer you can't refuse

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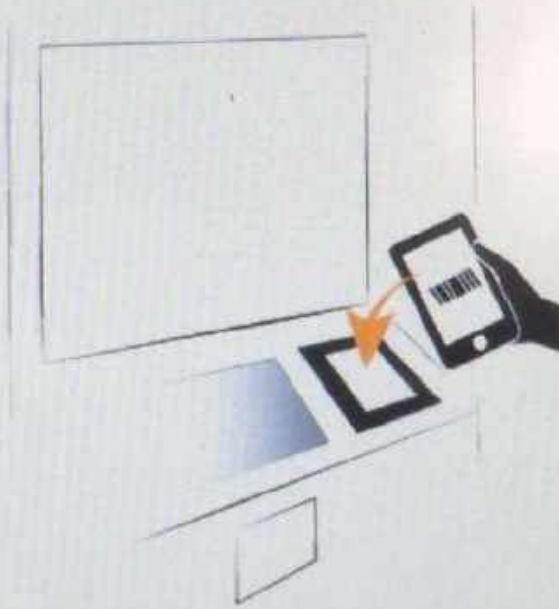


* Pickup

Español

English

Please scan **ORDER NUMBER**

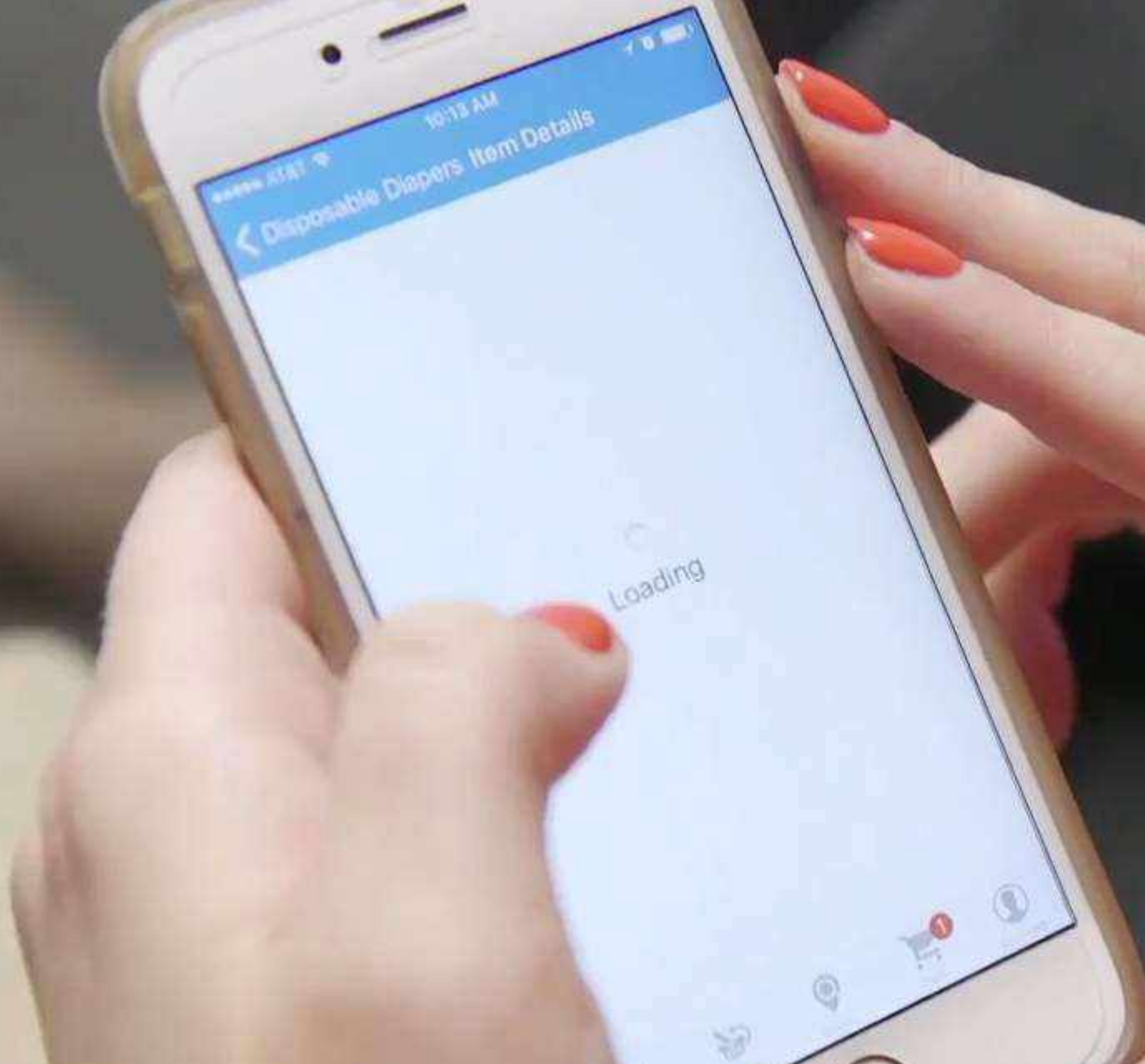


or enter **ORDER NUMBER** here

Order Number



Help



STEP ONE
Place your order.



the 🤪ffer 🙌🌍u can't refuse 🌱

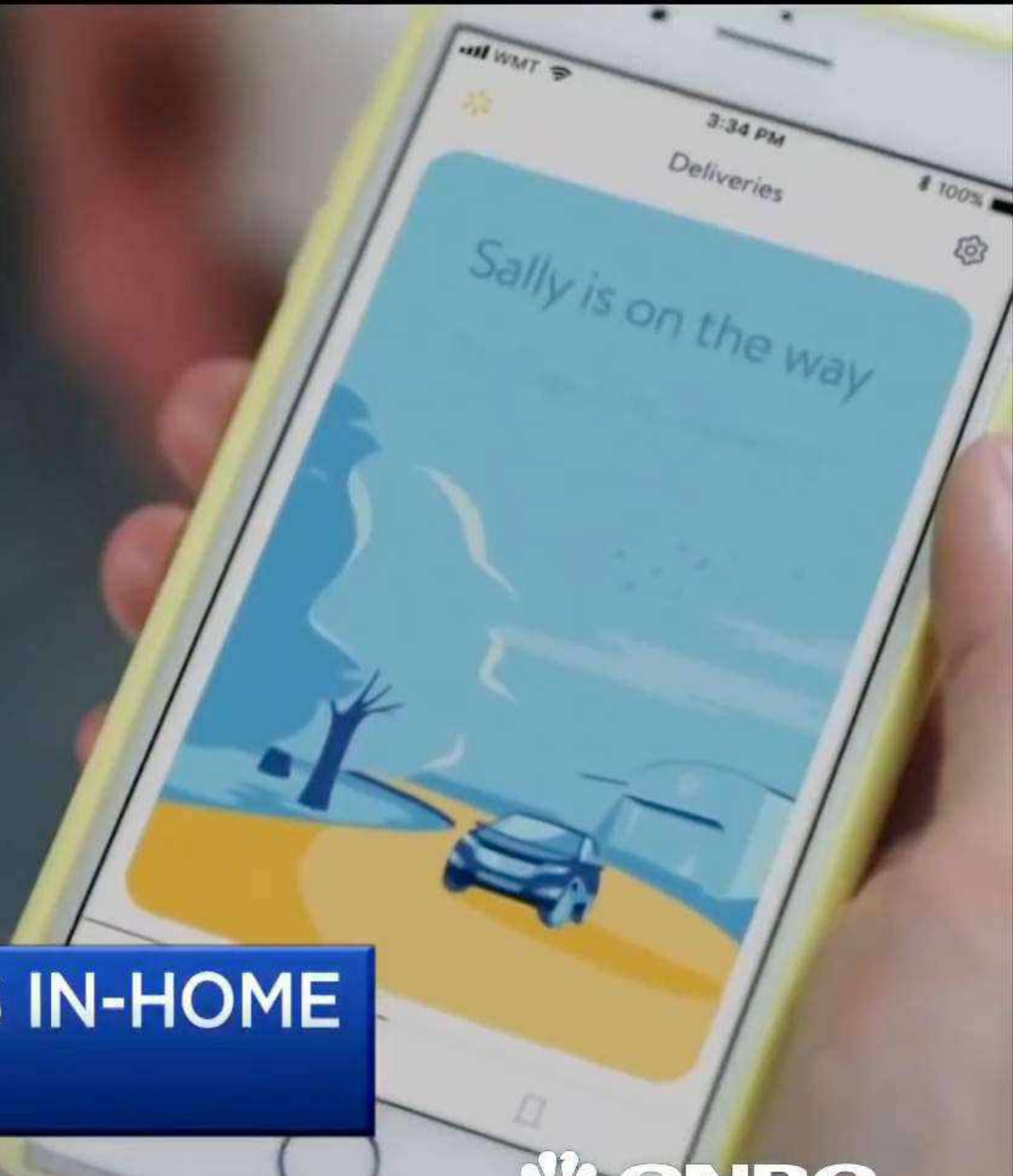
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WALMART



SQUAWK ON THE STREET

WALMART ANNOUNCES IN-HOME GROCERY DELIVERY

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the offer 🌍 you can't refuse 🌱

Steven Van Belleghem



Boost your Dynamics

the offer you can't refuse

Steven Van Belleghem

Walmart



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