

Providing excellent service to all customers makes good business sense, and the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) mandates that all business in Ontario meet the Accessibility Standards for Customer Service by January 1, 2012. As a business owner or manager you need to know the steps to take to meet the requirements.

The Tourism Industry Association of Ontario (TIAO) and the Ontario Tourism Education Corporation (OTEC) invite you to our training workshop, *Accessibility Standards for Customer Service: Helping You Comply and Achieve Accessible Service Excellence*. This training workshop gives you the information and tools you need to comply and to ensure your business is better able to serve customers with disabilities.

TIAO is partnering with OTEC to deliver these workshops across the province as part of an EnAbling Change Partnership Project with the Government of Ontario. Registration value is \$299.00 per person. Thanks to our partners, we are able to charge a nominal fee of \$29.00.

*Join us and explore:*

- *The legislative requirements according to the Accessibility Standards for Customer Service (Ontario Regulation 429/07)*
- *Tools to help you comply*
- *How to communicate and interact with customers with various types of disabilities*
- *How to coach and support your team in meeting the requirements and providing excellent customer service to people with disabilities*
- *The value and benefits of providing service excellence to customers with disabilities*

1-day workshop delivered by an OTEC Master Trainer  
Receive participant resources and certificate of recognition  
(Refreshments and lunch included!)

**Workshop price: \$29.00**  
(Regular price \$299.00)

**Book 2 WEEKS before a session OR book 3 or more  
and save \$5.00 each\***

**LOCATION**

Thursday, October 20<sup>th</sup>, 2011  
OTEC Office & Learning Centre  
21 Four Seasons Place Suite 300, Toronto, ON  
9:00am - 4:30pm

**REGISTER TODAY. SPACE IS LIMITED!**

Call Beth Potter, President, at (416) 483.1691  
Fax registration form to (416) 792. 4669  
or email [beth.potter@tiao.travel](mailto:beth.potter@tiao.travel)

To register, complete the following form and FAX to (416) 792-4669  
 or email beth.potter@tiao.travel

Prefix    Mr  Mrs  Ms  Dr

Name (First) \_\_\_\_\_ (Last) \_\_\_\_\_

Job Title \_\_\_\_\_ Organization \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ Prov \_\_\_\_\_ Postal Code \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

E-mail \_\_\_\_\_ Website \_\_\_\_\_

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**OTEC Office & Learning Centre**  
**21 Four Seasons Place Suite 300, Toronto, ON**  
**9:00am - 4:30pm**  
**REGISTRATION FEES • PLEASE SELECT OPTION AND TOTAL**

		Total Cost
<b>Single Registration</b>	\$29.00 x _____	
<b>Early Booking (2 weeks before session) OR 3 or more Registrations</b>	\$24.00/per person x _____	
	<b>Sub-Total</b>	
	<b>Total Registration Cost*</b>	
<b>Additional Participants: 1)</b>	<b>2)</b>	<b>3)</b>
<b>4)</b>	<b>5)</b>	<b>6)</b>

Special dietary or accessibility requirements: \_\_\_\_\_

**Method of payment:**     Mastercard     Visa     Cheque

Credit Card Number \_\_\_\_\_ Exp Date \_\_\_\_\_  
 Cardholder Name \_\_\_\_\_ Signature \_\_\_\_\_

**Cheques payable to the Tourism Industry Association of Ontario and can be mailed with the registration form to:**

Beth Potter  
 President  
 Tourism Industry Association of Ontario  
 25 Adelaide St E, Suite 1616  
 Toronto, ON M5C 3A1  
 T: 416-483-1691 F: 416-792-4669  
 beth.potter@tiao.travel

**\*NO REFUNDS**

Workshop venue is accessible to people with physical disabilities. Please note that in consideration of those with allergies and respiratory conditions, we ask that you help make this a scent-free event.