

Excellent and consistent customer service is the cornerstone of today's successful businesses. High schools recognize this and over 300 English and French schools within the public and separate school boards deliver OTEC's flagship Service Excellence program in their Co-op, OYAP and SHSM programs. Learn to facilitate this popular program and equip your students with essential business tools and practical techniques to generate lasting first impressions, build customer loyalty and overcome difficult customer situations.

Join us and explore:

- *The 'moments of truth' for each customer connection*
- *Factors that contribute to building customer loyalty*
- *The 5-step communication process*
- *Techniques to overcome difficult customer situations*
- *The commitments that are essential to Service Excellence*

Date: June 7, 2011 from 9:00am-4:30pm

1-day workshop delivered by an OTEC Master Trainer
Receive a participant guide, certificate of recognition and instructor guide

Location: OTEC Learning Centre, 21 Four Seasons Place, Suite 300,
Toronto, ON M9B 6J8

(Refreshments and lunch included!)

Workshop price: \$499.⁰⁰ + HST

Booking deadline: May 24, 2011

*School or board must purchase or have a valid licensing agreement

REGISTER TODAY. SPACE IS LIMITED!

Call Client Development at (416) 622.1975 ext. 240
Fax registration form to (416) 622. 7476 or email csullivan@otec.org



To register, complete the following form and fax to (416) 622-7476 or email csullivan@otec.org

Prefix Mr Mrs Ms Dr

Name (First) _____ (Last) _____

Job Title _____ Organization _____

Address _____

City _____ Prov _____ Postal Code _____

Phone _____ Fax _____

E-mail _____ Website _____

Please indicate if you are interested in teaching the following programs and would like further information:

Communication Excellence

Self Excellence

Team Excellence

REGISTRATION FEES • PLEASE SELECT OPTION AND TOTAL

	Before May 24, 2011	Cost
Single Registration	\$499. ⁰⁰ per person	
	Sub-Total	
	HST (13%)	
	Total Registration Cost	

Special dietary or other requirements: _____

Method of payment: Mastercard Visa

Credit Card Number _____ Exp Date _____

Cardholder Name _____ Signature _____

Cheque Payments: Make payable to 'OTEC' and mail with completed registration form

Check here if you do not wish to be added to the OTEC mailing list for e-newsletter and training updates

Should it be necessary for you to cancel, full refund(s) less a \$25.00 administrative fee will be issued prior to 30 days of training date. If a cancellation occurs after the 30 days, and prior to 15 days before training date, the registrant will receive a credit towards a future program, plus an administrative fee of \$25.00 will be charged. Full fees will be forfeited if you cancel less than 15 days prior to training date.