

Excellent and consistent customer service is the cornerstone of today's successful businesses. OTEC's Service Excellence training program helps equip front-line service providers with the skills and practical techniques that will generate lasting impressions, overcome difficult customer situations and build customer loyalty.

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 and certificate of recognition

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

(Refreshments and lunch included!)

Workshop price: \$229.⁰⁰ + HST

Booking deadline: May 24, 2011

**Book by May 9, 2011 OR book 3 or more
and save \$20.00 each***

*This offer is not valid in conjunction with any other promotion

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



SERVICE EXCELLENCE REGISTRATION FORM

June 7th, 2011 • 9:00am to 4:30pm

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

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 _____

REGISTRATION FEES • PLEASE SELECT OPTION AND TOTAL

		Cost
Single Registration (Before May 24)	\$229. ⁰⁰ per person	
Early Booking (Before May 9) OR 3 or more Registrations	\$209. ⁰⁰ p.p x ___ people	
	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.