

If your organization trains more than 50 employees per year, then consider delivering OTEC's flagship "Customer Service Excellence" program in-house. Your trainers will gain a solid understanding of adult learning basics and will discover how to create a learner-centric environment. Your organization will benefit through increased employee participation, theory retention and support in your efforts to create a 'service culture'.

Day 1

- *Service Excellence*

Day 2 & 3

- *Seven key principles of adult learning*
- *Four learning styles – the foundation of adult learning*
- *Components of the experiential learning cycle*
- *10 effective strategies to deal with challenging training solutions*

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

3-day workshop delivered by an OTEC Master Trainer
Receive a participant guide, facilitator guide and
a facilitator certificate

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

(Refreshments and lunch included!)

Workshop price: \$1599.00 + HST

Booking deadline: May 24, 2011

(Eligibility criteria applies)**

**Book by May 9, 2011 OR book 3 or more
and save \$100.00 each***

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

REGISTER TODAY. SPACE IS LIMITED!

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



DESIGNATED TRAINER PROGRAM REGISTRATION FORM

June 7th to June 9th, 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 _____

The Designated Trainer Program provides qualifications to train the following programs. Please check the applicable program you wish to train and receive facilitator guide for. This trainer program provides one facilitator guide. Additional facilitator guides may be purchased separately for an additional fee.

- Service Excellence Series (Full day)**
 Team Excellence (Full day)
 Superhost (Full day)
 Service Excellence Series (Half day)

****Eligibility criteria:** The OTEC Designated Trainer Program is designed for participants who will be using OTEC's Service Excellence program to train in-house employees. A minimum order of 50 training packages is required at the time of registration and is non-refundable. For more information contact OTEC.

REGISTRATION FEES • PLEASE SELECT OPTION AND TOTAL

		Cost
Single Registration (Before May 24)	\$1599. ⁰⁰ per person	
Early Booking (Before May 9) OR 3 or more Registrations	\$1499. 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.