

Prepare your team to meet the needs of the fastest growing customer base — persons with disabilities or accessibility needs. Businesses must comply to the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and meet customer service standards that support consistent service to all. Designed to complement OTEC's Service Excellence program, this program will ensure your business meets AODA standard compliance and your employees increase customer loyalty and service levels.

*Join us and explore:*

- *How to understand various disabilities*
- *The value and benefits of improving service for persons with a disability or accessibility needs*
- *The importance of AODA legislation*
- *The core principals for communicating with customers with disabilities*
- *How to meet specific needs of customers with varying disabilities*

**Date: May 26, 2010 from 9:00am-12:30pm**

1/2-day workshop delivered by an OTEC Master Trainer  
Receive a participant manual and certificate of recognition

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

(Refreshments included)

**Register before April 26, 2010 and SAVE \$20.00!\***

Early  
Booking  
Bonus!

Workshop price: \$149.00 + GST  
Book 3 or more for only \$119.00 each\*

**Booking deadline: May 12, 2010**

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

**REGISTER TODAY. SPACE IS LIMITED!**

Call Lauren Griesbach at (416) 622.1975 ext. 210  
Fax registration form to (416) 622. 7476 or email [clientservices@otec.org](mailto:clientservices@otec.org)



ACCESSIBLE SERVICE EXCELLENCE REGISTRATION FORM

May 26<sup>th</sup>, 2010 • 9:00am to 12:30pm

OTEC Training 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 clientservices@otec.org

Prefix  Mr  Mrs  Ms  Dr

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

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

Address \_\_\_\_\_

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

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

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

**Industry Segment:**

Accommodation

Association

Attraction

Chamber of Commerce

DMO

Education

Employment

Financial

Foodservice

Government

Other \_\_\_\_\_

Healthcare

Recreation

Transportation

**REGISTRATION FEES • PLEASE SELECT OPTION AND TOTAL**

NOTE: REGISTRATION INCLUDES REFRESHMENTS

Special dietary or other requirements: \_\_\_\_\_

	Early Registration by April 26, 2010	Before May 12, 2010	Cost
<b>Single Registration</b>	\$129. <sup>00</sup> per person	\$149. <sup>00</sup> per person	
<b>3 or more Registrations</b>		\$119. <sup>00</sup> p.p x ___ people	
<b>Sub-Total</b>			
<b>GST (5%)</b>			
<b>Total Registration Cost</b>			

**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 April 26, 2010. If a cancellation occurs after the date stated here, and prior to May 12, 2010 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 after May 12, 2010