

Providing excellent service to all customers makes good business sense, and the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) mandates that all businesses in Ontario meet accessibility standards regarding customer service\*. This program gives OTEC certified trainers information regarding compliance with the AODA as well as the knowledge and tools to help train and create a service excellence culture for customers with a disability or accessibility needs.

\*Public Sector Organizations have until January 1, 2010 and private businesses have until January 1, 2012 to meet customer service standards of AODA.

**Join us and explore:**

- **The value and benefits of providing service excellence to customers with a disability or accessibility needs**
- **The legislative requirements according to the AODA**
- **How to train and support your team in providing consistent service to customers with a disability**
- **Facilitation tips to train your team about serving customers with a disability**

**Date: May 26, 2010 from 9:00am-5:00pm**

1-day workshop delivered by an OTEC Master Trainer  
Receive participant manual, trainer manual and certificate of recognition

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

(Refreshments and lunch included!)

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

Workshop price: \$549.00 + GST  
Book 3 or more for only \$519.00 each\*

**Booking deadline: May 12, 2010**

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

Early  
Booking  
Bonus!

**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)

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 AND LUNCH

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

	Early Registration by April 26, 2010	Before May 12, 2010	Cost
<b>Single Registration</b>	\$529. <sup>00</sup> per person	\$549. <sup>00</sup> per person	
<b>3 or more Registrations</b>		\$519. <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