

If your organization trains more than 100 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: April 27 to 29, 2010 from 9:00am-4:30pm**

3-day workshop delivered by an OTEC Master Trainer  
Receive a participant manual, trainer manual, a trainer certificate  
and pin

Location: HT Hospitality Training, 440 Albert Street,  
Ottawa, ON K1R 5B5

(Refreshments and lunch included!)

**Registration deadline: April 13, 2010  
(Eligibility criteria applies)**

Workshop price: \$1499.<sup>00</sup> + GST  
ORHMA Member price: \$1399.<sup>00</sup> + GST\*

\*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)



# DESIGNATED TRAINER PROGRAM REGISTRATION FORM

April 27<sup>th</sup> to April 29<sup>th</sup>, 2010 • 9:00am to 4:30pm  
 HT Hospitality Training • 440 Albert Street, Ottawa, ON K1R 5B5

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:**

<input type="checkbox"/> Accommodation	<input type="checkbox"/> Chamber of Commerce	<input type="checkbox"/> Financial	<input type="checkbox"/> Healthcare
<input type="checkbox"/> Association	<input type="checkbox"/> DMO	<input type="checkbox"/> Foodservice	<input type="checkbox"/> Recreation
<input type="checkbox"/> Attraction	<input type="checkbox"/> Education	<input type="checkbox"/> Government	<input type="checkbox"/> Transportation
	<input type="checkbox"/> Employment	<input type="checkbox"/> Other _____	

## REGISTRATION FEES • PLEASE SELECT OPTION AND TOTAL

NOTE: REGISTRATION INCLUDES REFRESHMENTS AND LUNCH

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

		Cost
<b>Regular price</b>	\$1499. <sup>00</sup> per person	
<b>ORHMA Member price</b>	\$1399. <sup>00</sup> per person	
	<b>Sub-Total</b>	
	<b>GST (5%)</b>	
	<b>Total Registration Cost</b>	

The Designated Trainer Program includes qualifications for ONE of the following programs. If you are interested in qualifying to deliver more than one program, each additional trainer manual will cost \$249.<sup>00</sup> + GST. Please check the applicable program(s):

**Service Excellence Series (Full day)**  
  **Team Excellence (Full day)**  
  **Superhost (Full day)**  
  **Service Excellence Series (Half day - 2)**

\*Eligibility criteria: Minimum training material packages must be ordered at time of booking. Please enquire further for details

**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 March 26, 2010. If a cancellation occurs after the date stated here, and prior to April 13, 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 April 13, 2010