

Providing excellent service to all customers makes good business sense, but the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) mandates that all business in Ontario meet accessibility standards regarding customer service by January 1, 2012. This program gives business owners and managers the information regarding compliance with the AODA as well as the knowledge and tools to ensure businesses are compliant. The result – a service excellence culture for customers with a disability or accessibility needs.

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 coach and support your team in providing consistent service to customers with a disability*
- *How to meet specific needs of customers with varying disabilities*

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

1-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 and lunch included!)

Register before April 26, 2010 and SAVE \$30.00!*

Workshop price: \$299.00 + GST
Book 3 or more for only \$249.00 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



LEADING ACCESSIBLE SERVICE EXCELLENCE REGISTRATION FORM

May 26th, 2010 • 9:00am to 5:00pm

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:**
- | | | | |
|--|--|--------------------------------------|---|
| <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: _____

	Early Registration by April 26, 2010	Before May 12, 2010	Cost
Single Registration	\$269. ⁰⁰ per person	\$299. ⁰⁰ per person	
3 or more Registrations		\$249. ⁰⁰ p.p x ___ people	
		Sub-Total	
		GST (5%)	
		Total Registration Cost	

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