



Excellent and consistent customer service is the cornerstone of today's successful businesses. Schools now recognize this and over 300 English and French schools within the public and separate school boards deliver OTEC's flagship Service Excellence program. Learn to train this popular program and equip your students with essential business tools and practical techniques to generate lasting first impressions, foster a strong team ethic and build customer loyalty.

Join us and explore:

- *'Moments of Truth' in a customer connection*
- *Three factors that contribute to customer loyalty*
- *The 5-step communication process in pressure situations*
- *The commitments that are basic to Service Excellence*
- *Three types of difficult customers*

Date: April 27, 2010 from 9:00am-4:30pm

1-day workshop delivered by an OTEC Master Trainer
Receive a participant manual, certificate of recognition, lapel pin and
Teachers Trainer Manual

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

(Refreshments and lunch included!)

Workshop price: \$399.⁰⁰ + GST

Booking deadline: April 13, 2010

*This offer is not valid in conjunction with any other promotion
*School or board must purchase or have a valid licensing agreement

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



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 _____

Please indicate if you are interested in teaching the following programs and would like further information:

Communication Excellence Self Excellence Team Excellence

REGISTRATION FEES • PLEASE SELECT OPTION AND TOTAL

NOTE: REGISTRATION INCLUDES REFRESHMENTS AND LUNCH

Special dietary or other requirements: _____

	Before April 13, 2010	Cost
Single Registration	\$399. ⁰⁰ per person	
	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 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