

Excellent and consistent customer service is the cornerstone of any successful business. OTEC's Service Excellence program focuses on the important role of the individual in building client loyalty and creating a positive impression.

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: June 8, 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: OTEC Training Centre, 21 Four Seasons Place, Suite 300,
Toronto, ON M9B 6J8

(Refreshments and lunch included!)

Workshop price: \$399.⁰⁰ + GST

Booking deadline: May 25, 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



SERVICE EXCELLENCE FOR EDUCATION LEADERS REGISTRATION FORM

June 8th, 2010 • 9:00am to 4:30pm

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

	Before May 25, 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 May 7, 2010. If a cancellation occurs after the date stated here, and prior to May 25, 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 25, 2010