

**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: March 25, 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.<sup>00</sup> + GST**

**Booking deadline: March 11, 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](mailto:clientservices@otec.org)



SERVICE EXCELLENCE FOR EDUCATION LEADERS REGISTRATION FORM

March 25<sup>th</sup>, 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:
[ ] Accommodation [ ] Chamber of Commerce [ ] Financial [ ] Healthcare
[ ] Association [ ] DMO [ ] Foodservice [ ] Recreation
[ ] Attraction [ ] Education [ ] Government [ ] Transportation
[ ] Employment [ ] Other \_\_\_\_\_

REGISTRATION FEES • PLEASE SELECT OPTION AND TOTAL

NOTE: REGISTRATION INCLUDES REFRESHMENTS AND LUNCH

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

Table with 3 columns: Registration Type, Before March 11, 2010, Cost. Rows include Single Registration (\$399.00 per person), Sub-Total, GST (5%), and 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 February 25, 2010. If a cancellation occurs after the date stated here, and prior to March 11, 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 March 11, 2010