



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

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

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

(Refreshments and lunch included!)

Workshop price: \$199.⁰⁰ + GST
Book 3 or more and save \$25.⁰⁰ each*

Booking deadline: April 13, 2010

*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



SERVICE EXCELLENCE REGISTRATION FORM

April 27th, 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: _____

	Before April 13, 2010	Cost
Single Registration	\$199. ⁰⁰ per person	
3 or more Registrations	\$174. 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 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