

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
ORHMA Member price: \$179.00 + GST*

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:

Accommodation

Association

Attraction

Chamber of Commerce

DMO

Education

Employment

Financial

Foodservice

Government

Other _____

Healthcare

Recreation

Transportation

REGISTRATION FEES • PLEASE SELECT OPTION AND TOTAL

NOTE: REGISTRATION INCLUDES REFRESHMENTS AND LUNCH

Special dietary or other requirements: _____

| | | Cost |
|---------------------------|---------------------------------|------|
| Regular Price | \$199. ⁰⁰ per person | |
| ORHMA Member Price | \$179. 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