

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



SERVICE EXCELLENCE REGISTRATION FORM

March 25<sup>th</sup>, 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: \_\_\_\_\_

		Cost
<b>Regular Price</b>	\$199. <sup>00</sup> per person	
<b>ORHMA Member Price</b>	\$179. <sup>00</sup> per person	
	<b>Sub-Total</b>	
	<b>GST (5%)</b>	
	<b>Total Registration Cost</b>	

**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