

**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 and pin

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

(Refreshments and lunch included!)

**Workshop price: \$199.<sup>00</sup> + GST**  
**Book 3 or more and save \$25.<sup>00</sup> each\***

**Booking deadline: May 25, 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**

June 8<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:**

<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
<b>Single Registration</b>	\$199. <sup>00</sup> per person	
<b>3 or more Registrations</b>	\$174. <sup>00</sup> p.p x ___ people	
	<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 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