

# NEW SERVICE SMARTS

## Intelligence for Service Success

March 26, 2019 · 9:00 am - 12:30 pm · Etobicoke

OTEC's newest half-day workshop uses the latest methodologies and service techniques, including the application of emotional intelligence, to prepare individuals with the skills and thought processes to create memorable service experiences. By understanding emotional intelligence, service professionals will leave the workshop with the tools and skills to become service concierges.

The workshop attendees, including front-line service providers, internal service support teams, supervisors, and managers, will achieve the objective of developing exceptional service skills and delivery by better understanding customer perspectives and service expectations.

### Join us and explore:

- The Service Experience through the customer's eyes
- Exceeding customer expectations with the concierge approach and creating positive, lasting impressions
- Different communication styles and how to respond effectively and achieve successful outcomes
- Using empathy and emotional intelligences to ensure your customers feel heard and validated.
- Diffusing emotional service challenges

**Date:** March 26th, 2019

**Time:** 9:00 am – 12:30 pm *(Coffee break included)*

**Location:** OTEC Learning Centre, 21 Fours Seasons Place, Suite 300, Toronto, ON M9B 6J8

**Workshop price:** \$179.00 + HST

**Booking Deadline:** March 12, 2019

Half-day workshop delivered by an OTEC Master Trainer

Participants receive a participant guide and certificate of recognition

**REGISTER TODAY. SPACE IS LIMITED!**

To register, call Client Services at: 416.622.1975 ext. 245

Or send the completed registration form to:

(f) 416.622.7476 or (e) [clientservices@otec.org](mailto:clientservices@otec.org)



# SERVICE SMARTS

Intelligence for Service Success

## REGISTRATION FORM

March 26th, 2019 from 9:00 am – 12:30 pm

OTEC Office & Learning 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](mailto:clientservices@otec.org).

### Participant Information:

Prefix:  Mr.  Mrs.  Ms.  Dr.

Name (First): \_\_\_\_\_ (Last): \_\_\_\_\_

Job Title: \_\_\_\_\_ Organization: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Prov: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Bus. Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

Fax: \_\_\_\_\_ Email: \_\_\_\_\_

Website: \_\_\_\_\_

Emergency Contact (Name & Phone): \_\_\_\_\_

Special Dietary or Other Requirements: \_\_\_\_\_

### Registration Options & Fees

Single Registration \$179.00 per person

Sub-total: \$179.00

HST (13%): \$23.27

**Total Cost: \$202.27**

### Payment Information

Method of Payment:  Mastercard  Visa

Credit Card Number: \_\_\_\_\_ Expiry Date: \_\_\_\_\_

Cardholder Name: \_\_\_\_\_ Signature: \_\_\_\_\_

*Should it be necessary for you to cancel, full refund(s) less a \$25.00 administrative fee will be issued prior to 30 days of training date. If cancellation occurs after the 30 days, and prior to 15 days before training date, 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 less than 15 days prior to training date.*

