

Excellent and consistent customer service is the cornerstone of today's successful businesses. High schools recognize this and over 300 English and French schools within the public and separate school boards deliver OTEC's flagship Service Excellence program in their Co-op, OYAP and SHSM programs. Learn to facilitate this popular program and equip your students with essential business tools and practical techniques to generate lasting first impressions, build customer loyalty and overcome difficult customer situations.

Join us and explore:

- The 'moments of truth' for each customer connection
- Factors that contribute to building customer loyalty
- The 5-step communication process
- Techniques to overcome difficult customer situations
- The commitments that are essential to Service Excellence

October 16, 2018 • 9:00 am to 4:30 pm

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

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

(Refreshments and lunch included!)

Workshop price: \$525.00 + HST

Booking deadline: October 2, 2018

Register with two or more colleagues

and book for \$499.00 each*

*This offer is not valid in conjunction with any other promotion

REGISTER TODAY, SPACE IS LIMITED!

Call our Client Solutions team at (416) 622.1975 ext. 240
Fax registration form to (416) 622. 7476 or email admin@otec.org

To register, complete the following form and fax to (416) 622-7476 or email admin@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

Please specify with a check mark the amount you are agreeing to.

Single Registration \$525.00 per person
 Deadline to Register: October 2

Sub-total: \$525.00

HST (13%): \$68.25

Total Cost: \$593.25

Booking with two or more colleagues \$499.00 per person
 Deadline to Register: October 2

Sub-total: \$499.00

HST (13%): \$64.87

Total Cost: \$563.87

Payment Information

Method of Payment: ___ Mastercard ___ Visa

Credit Card Number: _____

Expiry Date: _____

Cardholder Name: _____

Signature: _____

Name on School or Board License: _____

Date of License : _____