

Excellent and consistent customer service is the cornerstone of today's successful businesses. OTEC's Service Excellence training program helps equip front-line service providers with the skills and practical techniques that will generate lasting impressions, overcome difficult customer situations and build customer loyalty.

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

February 26, 2019 • 9:00 am to 4:30 pm

1-day workshop delivered by an OTEC Master Trainer
Receive a participant 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: \$235.00 + HST

Booking deadline: February 12, 2019

Book by January 8, 2019 and

save \$20.00 per person*

*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



REGISTRATION FORM

SERVICE EXCELLENCE

February 26, 2019 • 9:00 am to 4:30 pm

OTEC 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 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 \$235.00 per person
Deadline to Register: February 12

Early Booking Registration \$215.00 per person
Deadline to Register: January 8

Sub-total: \$235.00

Sub-total: \$215.00

HST (13%): \$30.55

HST (13%): \$27.95

Total Cost: \$265.55

Total Cost: \$242.95

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 a 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.