

If your organization trains more than 50 employees per year, then consider delivering OTEC's flagship "Customer Service Excellence" program in-house. Your trainers will gain a solid understanding of adult learning basics and will discover how to create a learner-centric environment. Your organization will benefit through increased employee participation, theory retention and support in your efforts to create a 'service culture.'

Day 1:

- Service Excellence

Day 2 & 3:

- Seven key principles of adult learning
- Four learning styles – the foundation of adult learning
- Components of the experiential learning cycle
- 10 effective strategies to deal with challenging training solutions

April 16-18, 2019 • 9:00 am to 4:30 pm

3-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: \$1650.00 + HST

Booking deadline: April 2, 2019

**Book by February 26, 2019 OR book with 3 or more colleagues
and save \$125.00 each***

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

Eligibility criteria applies: Required order of 50 participant guides at minimum.

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 Designated Trainer Program: The Next Generation
April 2-4, 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 \$1650.00 per person
Deadline to Register: April 2

Early Booking Registration \$1525.00 per person
Deadline to Register: February 26

Sub-total: \$1650.00

Sub-total: \$1525.00

HST (13%): \$214.50

HST (13%): \$198.25

Total Cost: \$1864.50

Total Cost: \$1723.25

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.