

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

**May 28-30, 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: May 14, 2019

**Book by April 9, 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](mailto:admin@otec.org)

To register, complete the following form and fax to (416) 622-7476 or email [admin@otec.org](mailto: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: May 14

Early Booking Registration \$1525.00 per person  
 Deadline to Register: April 9

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.*