

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

**September 17, 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: September 9, 2019

**Book by August 6, 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](mailto:admin@otec.org)

To register, complete the following form and fax to (416) 622-7476 or email [edixon@otec.org](mailto:edixon@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: September 9

Sub-total: \$235.00

HST (13%): \$30.55

**Total Cost: \$265.55**

Early Booking Registration \$215.00 per person

Deadline to Register: August 6

Sub-total: \$215.00

HST (13%): \$27.95

**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.*