

If your organization trains more than 100 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*

Date: February 23 to 25, 2010 from 9:00am-4:30pm

3-day workshop delivered by an OTEC Master Trainer
Receive a participant manual, trainer manual, a trainer certificate
and pin

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

(Refreshments and lunch included!)

**Registration deadline: February 9, 2010
(Eligibility criteria applies)**

Workshop Price: \$1499.⁰⁰ + GST
ORHMA Member Price: \$1399.⁰⁰ + GST*

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

REGISTER TODAY. SPACE IS LIMITED!

Call Lauren Griesbach at (416) 622.1975 ext. 210
Fax registration form to (416) 622. 7476 or email clientservices@otec.org



DESIGNATED TRAINER PROGRAM REGISTRATION FORM

February 23rd to 25th, 2010 • 9:00am to 4:30pm
 OTEC Training 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 clientservices@otec.org

Prefix Mr Mrs Ms Dr
 Name (First) _____ (Last) _____
 Job Title _____ Organization _____
 Address _____
 City _____ Prov _____ Postal Code _____
 Phone _____ Fax _____
 E-mail _____ Website _____

Industry Segment:

<input type="checkbox"/> Accommodation	<input type="checkbox"/> Chamber of Commerce	<input type="checkbox"/> Financial	<input type="checkbox"/> Healthcare
<input type="checkbox"/> Association	<input type="checkbox"/> DMO	<input type="checkbox"/> Foodservice	<input type="checkbox"/> Recreation
<input type="checkbox"/> Attraction	<input type="checkbox"/> Education	<input type="checkbox"/> Government	<input type="checkbox"/> Transportation
	<input type="checkbox"/> Employment	<input type="checkbox"/> Other _____	

REGISTRATION FEES • PLEASE SELECT OPTION AND TOTAL

NOTE: REGISTRATION INCLUDES REFRESHMENTS AND LUNCH

Special dietary or other requirements: _____

	Before February 9, 2010	Cost
Regular Price	\$1499. ⁰⁰ per person	
ORHMA Member Price	\$1399. ⁰⁰ per person	
	Sub-Total	
	GST (5%)	
	Total Registration Cost	

The Designated Trainer Program includes qualifications for ONE of the following programs. If you are interested in qualifying to deliver more than one program, each additional trainer manual will cost \$249.⁰⁰ + GST. Please check the applicable program(s):

Service Excellence Series (Full day)
 Team Excellence (Full day)
 Superhost (Full day)
 Service Excellence Series (Half day - 2)

*Eligibility criteria: Minimum training material packages must be ordered at time of booking. Please enquire further for details

Method of payment: Mastercard Visa

Credit Card Number _____ Exp Date _____
 Cardholder Name _____ Signature _____

Cheque Payments: Make payable to 'OTEC' and mail with completed registration form
 Check here if you do not wish to be added to the OTEC mailing list for e-newsletter and training updates

Should it be necessary for you to cancel, full refund(s) less a \$25.00 administrative fee will be issued prior to January 22, 2010. If a cancellation occurs after the date stated here, and prior to January 22, 2010 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 after February 9, 2010