

Generation Y is most frequently described as those born between the years 1980 and 2000. Gen Y's are now entering the workforce and have distinct qualities and expectations of the workplace that are having a dramatic impact on organizations across North America.

*Join us and explore how you can:*

- *Examine the influences that have formed Generation Y*
- *Discover Gen Y's different expectations of the workplace*
- *Identify the traits and characteristics common to this generation*
- *Review workplace processes and management styles for Gen Y*
- *Learn six tactics to motivate, retain, and improve performance*

**Date: March 3, 2010 from 12:30pm-4:00pm**

1/2-day workshop delivered by an OTEC Trainer  
Receive take-away resource manual and certificate of recognition

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

(Refreshments and lunch included!)

**Workshop price: \$229.<sup>00</sup> + GST**  
**ORHMA Member price: \$199.<sup>00</sup> + GST\***

**Booking deadline: February 17, 2010**

\*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](mailto:clientservices@otec.org)

To register, complete the following form and FAX to (416) 622-7476 or email [clientservices@otec.org](mailto: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:**

- Accommodation
- Association
- Attraction

- Chamber of Commerce
- DMO
- Education
- Employment

- Financial
- Food Service
- Government
- Other \_\_\_\_\_

- Healthcare
- Recreation
- Transportation

**REGISTRATION FEES • PLEASE SELECT OPTION AND TOTAL**

NOTE: REGISTRATION INCLUDES REFRESHMENTS AND LUNCH

Special dietary or other requirements: \_\_\_\_\_

			<b>Cost</b>
<b>Regular price</b>	\$229. <sup>00</sup> per person		
<b>ORHMA Member price</b>	\$199. <sup>00</sup> per person		
<b>Sub-Total</b>			
<b>GST (5%)</b>			
<b>Total Registration Cost</b>			

**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 February 3, 2010. If a cancellation occurs after the date stated here, and prior to February 3, 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 17, 2010