



**CELEBRATING CUSTOMER SERVICE
EXCELLENCE 4th ANNUAL CONFERENCE
REGISTRATION FORM**
Thursday October 7, 2010 in Calgary at the Greenwood Inn

PLEASE REGISTER ME FOR THE FOLLOWING SESSIONS:

Note: Your registration automatically includes participation in all keynote sessions. Please select the workshop sessions you wish to attend below.

11:00 am – 12:30 pm (Choose One Workshop)

- Session 1A – The Tools of Colors (George Boelke)
Note this is a pre-requisite to the afternoon's advanced workshop. If you participated in George's session at our conference 2 years ago you do not need to take this workshop to participate in the afternoon advanced session.
- Session 1B – It Starts & Ends With Attitude (Jayne Kowal)

2:30 pm – 4:30 pm (Choose One Workshop)

- Session 2A – Advanced Colors – Sales and Customers (George Boelke)
- Session 2B – Putting the S.E.R.V.E Back in Service (Jayne Kowal)

CONTACT INFORMATION:

(*Indicates required fields)

*First name: _____

*Last name: _____

*Title: _____

*Company: _____

Address: _____

*City: _____

Province: _____ Postal Code: _____

*Phone: _____

*Email: _____

Fax: _____

Registration confirmations will be e-mailed or faxed within 5 business days upon receipt of your registration.

DIETARY CONCERNS:

Yes – please identify:

CONFERENCE FEES:

- \$289 (plus GST) if post-marked on or before September 3, 2010 **EARLY BIRD RATE**
- \$339 (plus GST) if post-marked after September 3, 2010
- Registering a group of 10 (will pay for 9 and receive the 10th registration FREE)

PAYMENT INFORMATION:

- Invoice my organization – Attn: _____
PO# (if required by your organization) _____
If you are GST exempt, enter your exemption number here: _____
- Charge to my eXmerce barter account. Account #: _____
- Pay by credit card (Visa or MasterCard – if you select this option, we will send you an invoice via PayPal to pay direct).

OTHER INFORMATION:

How did you hear about the conference?

Are there any books you would recommend related to Customer Service, Leadership, and/or Personal Excellence? We will provide a recommended reading list as part of your delegate materials.

What is your favourite inspirational quote or saying?

What Calgary based charity do you think we should provide our \$10 per person donation to this year?

Please fax your completed registration form to 403-257-7864, or email to Jayne@customerserviceworks.com

CELEBRATING CUSTOMER SERVICE EXCELLENCE 2010