

QNET PRESENTS:

Management & Leadership: Manitoba Best Managing Excellence

Thursday, September 30, 2004 - 8:30 a.m. to 4:30 p.m.
LOCATION: MTEC Learning Centre, 115 - 1821 Wellington Avenue

QNET provides resources, information session and training on Management & Leadership as part of QNET's focus on improving quality and organizational effectiveness.



Presented in partnership with:



*Industry Training Partnerships,
Manitoba Advanced Education
& Training*



QNET is partnering with the Manitoba Tourism Education Council (MTEC), which delivers and promotes training in the tourism and hospitality industry, to bring Manitoba Best customer service seminars to businesses across different sectors and industries.

When it comes to service excellence, owners, managers and supervisors have to make sure they have the right staff with the right skills and an environment that supports a superior service culture. That can be a tough job.

Manitoba Best Managing Excellence builds on the basic customer service skills learned in the Service Excellence Seminar, helping managers develop increased skill in effective hiring techniques, communication and coaching so they can manage the delivery of Manitoba Best Service Excellence. The seminar also helps managers empower staff so they can competently and confidently resolve difficult situations.

NOTE: Manitoba Best Service Excellence is a pre-requisite to Manitoba Best Managing Excellence.



REGISTRATION FORM: Fax your completed form to (204) 949-4990 or register online at www.qnet.mb.ca

Manitoba Best Managing Excellence (September 30, 2004)

\$85.60 (includes \$5.60 g.s.t.)

NAME _____

ORGANIZATION _____

ADDRESS _____

CITY _____ PROV _____ PC _____

PH _____ FAX _____ EMAIL _____

PAYMENT METHOD:

Please Invoice Cheque Enclosed (payable to MTEC) VISA AMEX MasterCard

Card # _____ Expiry _____

Card Holders Name _____

Signature _____

An event confirmation will be sent one week in advance. Cancellations must be received in writing no later than Wednesday, September 22, 2004. After that time, the full registration fee will apply and only replacement participants will be accepted. Invoices will be sent for non-attendance.

QNET, 454 - 167 Lombard Avenue, Winnipeg, MB R3B 0T6

Phone (204) 949-4999 Fax (204) 949-4990

Email: mail@qnet.mb.ca Website: www.qnet.mb.ca