

QNET PRESENTS:

Management & Leadership: Manitoba Best Service Excellence

Thursday, September 23, 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 customers encounter outstanding customer service that exceeds their expectations, they usually spread word of their positive experience and may even be inclined to return, spending even more money.

Manitoba Best Service Excellence is an interactive seminar designed to help staff take customer service to new heights. Since customer service impacts whether a business just survives or stands out from its competition, staff need to be equipped with information, techniques and skills to help them deliver superior service. Everyone who participates in this seminar, no matter their experience level, walks away with a new understanding of what it takes to impress customers - and how they can do it.



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

Manitoba Best Service Excellence (September 23, 2004)

\$80.25 (includes \$5.25 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 Monday, September 15, 2004. After that time, the full registration fee will apply and only replacement participants will be accepted. Invoices will be sent for non-attendance.

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