



Service Quality Institute

The Global Leader in Customer Service

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SERVICE QUALITY INSTITUTE CERTIFICATION REGISTRATION FORM

(One form per Attendee – Must be filled out completely)

NAME _____ TITLE _____

COMPANY _____

ADDRESS _____ CITY/STATE _____

ZIP _____ PHONE _____ FAX _____

E-MAIL ADDRESS _____

PAYMENT OPTIONS:

Check is enclosed (Made payable to Service Quality Institute): \$ _____ (U.S.)

I am paying by Credit Card:

Credit Card Number: _____ Exp. Date: _____

___ Visa ___ Master Card ___ American Express ___ Discover

Name of Cardholder: _____ \$ _____ (U.S.)

Signature: _____

I will pay by wire transfer to SQI: \$ _____ (U.S.) When SQI receives this form, a form detailing the necessary wire transfer procedure will be sent to me. Please send to:

E-mail Address: ___ (given above) _____ (different email address)

OR

Fax Number: ___ (given above) _____ (different fax number).

Please invoice us.

- **Hotel Information: Le Bourget Aero Suites, 7770 Johnson Ave So, Bloomington.** 3 miles from SQI, Phone: 952-893-9999-Fax: 952-893-1316. Email: Michelle info@lebourgethotel.com
\$95 single or double Includes free breakfast. Advance reservations are necessary. Free shuttle to/from airport and SQI. Let us know if you want to share a room.

Confirmation of your Registration will be sent to you upon receipt of this form and payment. We look forward to having you in attendance at our certification seminars.

SQI Confirmation Signature: _____ *(Date):* _____

City/Date 2009/2010	Workshops	Fee
Minneapolis, Minnesota		
May 18, 2009	John Tschohl Service Strategy/Feelings	\$199
Sept 14, 2009		
February 8, 2010		
Jan 27-28, 2009	Leading Empowered Teams	\$799
May 19-20, 2009		
Feb 9-10, 2010		
Jan 29, 2009	Train the Trainer	\$999
May 21, 2009		
February 10, 2010		
Jan 26-28, 2009	Certified Customer Service Leader (CCSL) – 3 days	\$998
May 18-20, 2009		
Feb 8-10, 2010		
Jan 26-29, 2009	Certified Customer Service Trainer (CCST) – 4 days	\$1,997
May 18-21, 2009		
Feb 8-11, 2010		
Yes, I will be attending:	Fee	