



# Service Quality Institute

The Global Leader in Customer Service

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**Register Now!!**

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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:** Holiday Inn Express & Suites Bloomington West, Bloomington. 3 miles from SQI, Phone: 952-893-9999 [www.hiexpress.com/mspbloomington](http://www.hiexpress.com/mspbloomington) Code is SQI. **\$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.

- **Each CCST or CCSL participant with a non-refundable deposit of \$200 with registration before January 31, 2017 will receive each John Tschohl six (6) books free to offset the registration fee.**

**SQI Confirmation Signature:** \_\_\_\_\_ **(Date):** \_\_\_\_\_

City/Date 2016	Yes, I will be attending:	Workshops	Fee
Minneapolis, Minnesota			
May 1, 2017	_____	John Tschohl Service Strategy/Feelings	\$199
May 2-3, 2017	_____	Leading Empowered Teams	\$799
May 4, 2017	_____	Train the Trainer	\$999
May 1-3, 2017	_____	Certified Customer Service Leader (CCSL) – 3 days	\$998
May 1-4, 2017	_____	Certified Customer Service Trainer (CCST) – 4 days	\$1,997