



Service Quality Institute

The Global Leader in Customer Service

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**Register
Now!!**

**Free J.T.
Books!!**

service.com

**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)

Please invoice us.

- **Hotel Information: Holiday Inn Express & Suites Bloomington West, Bloomington.** 3 miles from SQI, Phone: 952-893-9999 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 minimum \$500 paid 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 2017

Minneapolis,
Minnesota

May 1, 2017

April 12-13,
2016

April 14, 2016

April 11-13,
2016

April 11-14,
2016

Yes, I will be attending:

Workshops

**John Tschohl
Service
Strategy/Feelings**

Fee

**Leading
Empowered
Teams**

\$199

**Train the
Trainer**

\$799

**Certified
Customer
Service Leader
(CCSL) – 3
days**

\$999

**Certified
Customer
Service Trainer
(CCST) – 4
days**

\$998

\$1,997