



# Service Quality Institute

The Global Leader in Customer Service

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548-0538 / Fax: 952-884-8901 Email:  
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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](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 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:**

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**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**