



# Service Quality Institute

The Global Leader in Customer Service

9201 E. Bloomington Freeway, Minneapolis, MN 55420 USA

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Email: quality@servicequality.com \* web: www.customer-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)

OR

Fax Number: \_\_\_ (given above) \_\_\_\_\_ (different fax number).

Please invoice us.

• **Hotel Information:** Hampton Inn Bloomington, 4201 American Blvd. W. Bloomington.

2 miles from SQI, Phone: 952-835-6643 <http://minnbloomington.hamptoninn.com>

**\$85 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 2011/2012	Yes, I will be attending:	Workshops	
Minneapolis, Minnesota		John Tschohl Service Strategy/Feelings	\$199
Feb 20, 2012	_____		
Sept 17, 2012	_____		
Feb 21-22, 2012	_____	Leading Empowered Teams	\$799
Sept 18-19, 2012	_____		
Feb 23, 2012	_____	Train the Trainer	\$999
Sept 20, 2012	_____		
Feb 20-22, 2012	_____	Certified Customer Service Leader (CCSL) – 3 days	\$998
Sept 17-19, 2012	_____		
Feb 20-23, 2012	_____	Certified Customer Service Trainer (CCST) – 4 days	\$1,997
Sept 17-20, 2012	_____		

**Fee**