

Registration form - Training (one form per participant)

## HANDLING CUSTOMER COMPLAINTS SUCCESSFULLY

Accept your customer's dissatisfactions

The activity will be held in French.

Friday, April 23, 2010

from 8:30 a.m. to noon

InterContinental Hotel Montreal

360 Saint-Antoine Street W.

 Square-Victoria

In order for your registration to be accepted, the following information must be completed.

Membership number \*   Non-member

\* Your membership number is necessary in order to benefit from the member rate.

Mr.  Ms. First name..... Last name.....  
 Title..... Company.....  
 Address.....  
 City..... Province.....  
 Postal code..... E-mail.....  
 Telephone..... FAX.....

### How did you find out about this workshop?

E-mail  Friend / Colleague  Mail  Web site  Newspapers  
 Telephone solicitation  World Trade Centre Montréal  Other.....

### How many employees does your company employ?

1 - 4  5 - 19  20 - 49  
 50 - 249  250 - 499  500 and more

### Cost

Members: \$145 + GST + QST = \$163.67

Non-members: \$195 + GST + QST = \$220.11

### Payment

American Express  Diners Club International  MasterCard  Visa  Check\*

Card number  Expiry date (mm/yy)

Cardholder's name  Signature

\*Purchases of \$200 or less require payment by credit card. For purchases of \$200 or more, credit card accepted or check payable to:  
 Board of Trade of Metropolitan Montreal, 380 St. Antoine Street West, suite 6000, Montreal, Quebec H2Y 3X7

Fax the form to: 514 871-5971

For more information: Line Leblond

Project manager, Training

514 871-4002, ext. 6214

[leblond@ccmm.qc.ca](mailto:leblond@ccmm.qc.ca)

- The date, time and location provided may change without notice. Please consult our Web site at [www.btm.qc.ca/activities](http://www.btm.qc.ca/activities) before arriving at an event.
- You will receive an e-mail confirmation 3 days prior to the event..
- Cancellation policy: Cancellation received 2 business days or less before the event are not refunded. However, you may name a substitute participant at any time and at no extra cost.
- Quebec participants: The cost of the workshop is eligible as an expense under the 1% Training Investment Act.