

Providing excellent service to all customers makes good business sense, and the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) mandates that all business in Ontario meet the Accessibility Standards for Customer Service by January 1, 2012. As a business owner or manager you need to know the steps to take to meet the requirements.

The Tourism Industry Association of Ontario (TIAO) and the Ontario Tourism Education Corporation (OTEC) invite you to our training workshop, Accessibility Standards for Customer Service: Helping You Comply and Achieve Accessible Service Excellence. This training workshop gives you the information and tools you need to comply and to ensure your business is better able to serve customers with disabilities.

TIAO is partnering with OTEC to deliver these workshops across the province as part of an EnAbling Change Partnership Project with the Government of Ontario. Registration value is \$299.00 per person. Thanks to our partners, we are able to charge a nominal fee of \$29.00.

Join us and explore:

- *The legislative requirements according to the Accessibility Standards for Customer Service (Ontario Regulation 429/07)*
- *Tools to help you comply*
- *How to communicate and interact with customers with various types of disabilities*
- *How to coach and support your team in meeting the requirements and providing excellent customer service to people with disabilities*
- *The value and benefits of providing service excellence to customers with disabilities*

1-day workshop delivered by an OTEC Master Trainer
Receive participant resources and certificate of recognition
(Refreshments and lunch included!)

Workshop price: \$29.00
(Regular price \$299.00)

**Book 2 WEEKS before a session OR book 3 or more
and save \$5.00 each***

LOCATION

Thursday, December 2nd, 2010
Radisson Admiral, 249 Queen's Quay West (Rain Dance 4th Floor), Toronto
9:00 am - 4:30 pm

REGISTER TODAY. SPACE IS LIMITED!

Call Emily Hawkins-Harper, Executive Assistant, at (416) 483.1691
Fax registration form to (416) 351. 7749
or email emily.harperhawkins@tiao.travel

To register, complete the following form and FAX to (416) 351-7749
or email emily.harperhawkins@tiao.travel

Prefix Mr Mrs Ms Dr

Name (First) _____ (Last) _____

Job Title _____ Organization _____

Address _____

City _____ Prov _____ Postal Code _____

Phone _____ Fax _____

E-mail _____ Website _____

Thursday, December 2nd, 2010
Radisson Admiral, 249 Queen's Quay West (Rain Dance 4th Floor), Toronto
9:00am - 4:30pm

REGISTRATION FEES • PLEASE SELECT OPTION AND TOTAL

		Total Cost
Single Registration	\$29.00 x _____	
Early Booking (2 weeks before session) OR 3 or more Registrations	\$24.00/per person x _____	
	Sub-Total	
	Total Registration Cost	

Special dietary or accessibility requirements: _____

Method of payment: Mastercard Visa Cheque

Credit Card Number _____ Exp Date _____

Cardholder Name _____ Signature _____

**Cheques payable to the Tourism Industry
Association of Ontario and can be mailed with
the registration form to:**

Emily Harper- Hawkins
Executive Assistant
Tourism Industry Association of Ontario
207 Queen's Quay W, Suite 404
Toronto, ON M5J 1A7
T: 416-483-1691 F: 416-351-7749
emily.harperhawkins@tiao.travel

Workshop venue is accessible to people with physical disabilities. Please note that in consideration of those with allergies and respiratory conditions, we ask that you help make this a scent-free event.