

# BASIC PRINCIPLES OF LEAN CUSTOMER CARE

for the Service and Hospitality Industries  
The Palace - Sliema - Malta - 22 June 2012

## Registration .

(Online Registration: <http://www.scodanibbio.com/malta2012/onlinereg/04.html>)

### Event Fees, Discounts, Terms and Conditions

#### Fees, Discount Structure, Payment Terms (prices are per Delegate excluding VAT)

Please choose one Payment Option below

**Deadline for Event Registration: 18 June 2012**

● <b>Regular Price</b>	● <b>Fast-Settlement Price</b>	● <b>Early-Bird Price</b>
<b>For full payment received by: 19 June 2012</b>	<b>For full payment received by: 08 June 2012</b>	<b>For full payment received by: 22 May 2012</b>
<b>1-5 Delegate/s: €220/ea</b>	<b>1-5 Delegate/s: €200/ea</b>	<b>1-5 Delegate/s: €180/ea</b>
<b>6+ Delegates: €200/ea</b>	<b>6+ Delegates: €180/ea</b>	<b>6+ Delegates: €160/ea</b>

**Please complete and sign this Form, scan it and email it to  
[jmicallef@theiet.org](mailto:jmicallef@theiet.org) or [carlo@scodanibbio.com](mailto:carlo@scodanibbio.com)**

#### **DELEGATE/S DETAILS** (in BLOCK CAPITALS)

(more than 5 Delegates: please add separate schedule)

- 1 Delegate Name \_\_\_\_\_  
Position \_\_\_\_\_  
Email \_\_\_\_\_
- 2 Delegate Name \_\_\_\_\_  
Position \_\_\_\_\_  
Email \_\_\_\_\_
- 3 Delegate Name \_\_\_\_\_  
Position \_\_\_\_\_  
Email \_\_\_\_\_
- 4 Delegate Name \_\_\_\_\_  
Position \_\_\_\_\_  
Email \_\_\_\_\_
- 5 Delegate Name \_\_\_\_\_  
Position \_\_\_\_\_  
Email \_\_\_\_\_

Training Grants ranging between 60 and 80% may be made available to eligible enterprises through the Training Aid Framework (TAF) Scheme administered by the ETC. Deadline for Training Grants Application: **01 June 2012**. NB: the onus of enquiring about and applying for Training Grants rests vested with your Organisation.

#### **ORGANISATION DETAILS** (BLOCK CAPITALS please)

Organisation \_\_\_\_\_  
Nature of Business \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_ P/Code \_\_\_\_\_  
Country \_\_\_\_\_  
Phone \_\_\_\_\_ Fax \_\_\_\_\_  
VAT Number \_\_\_\_\_

- We undertake to settle course fees by 22 May 2012 - or  
 We undertake to settle course fees by 08 June 2012 - or  
 We prefer to pay Regular Price & settle fees by 19 June 12

We are registering \_\_\_\_\_ Delegates @ € \_\_\_\_\_/each

Total amount (excl. VAT) € \_\_\_\_\_

Net amount to be invoiced (incl. VAT) € \_\_\_\_\_

#### **AUTHORISING MANAGER**

Name \_\_\_\_\_ Position \_\_\_\_\_

Date \_\_\_\_\_ Signature \_\_\_\_\_

(This Registration is invalid without a signature)

#### **TERMS OF PAYMENT**

**Fees include:** participation in the 1-day Event "Principles Of Lean Customer Care For The Service and Hospitality Industries" to be held at The Palace - Sliema - Malta on 22 June 2012 - Refreshments, Lunch, Event Notes and Documentation - **Certificate of Attendance**. Upon receipt of a duly completed and signed Registration Form, a **Confirmation Letter** and **Invoice** will be sent to you by the organisers. Payment of Event Fees is strictly **as per terms above** and is required **according to the payment option chosen**.

#### **METHOD OF PAYMENT**

Payments may be done by cheque or Bank Transfer in favour of Ing. Joseph Micallef, who acts as the official Event Organiser.

To arrange for payment after receiving **Confirmation Letter** and **Invoice** kindly contact Ing. Micallef directly on (+ 356) **9982 2244** or email [jmicallef@theiet.org](mailto:jmicallef@theiet.org)

#### **CANCELLATION POLICY**

All Cancellations of Registrations must be made in writing. Due to contractual obligations, a cancellation charge of 30% of the invoiced amount applies if the cancellation is received 15 days or less before Event starting date. However, a complete set of documentation will be sent to you. Substitutions are welcome at any time. Should the Event be cancelled by force-majeure or for any other reason, you will receive a full refund of the paid Event Fees.

<http://www.scodanibbio.com/malta2012/>

**FURTHER EVENT INFORMATION:** Dr. Carlo Scodanibbio - Email: [carlo@scodanibbio.com](mailto:carlo@scodanibbio.com)  
Ing. Joseph Micallef - Tel: (+356) 9982 2244 - Email: [jmicallef@theiet.org](mailto:jmicallef@theiet.org)