

ICMI Contact Centre Career Training

Registration form 2011

Group bookings: Please copy this page to submit multiple registrations to be eligible for discount. See page 2.

Personal details

Title:	First name:	Surname:	
Department:		Position:	
Company name:		Address:	
City:	State:	Postcode:	Country:
Tel:	Fax:		
email:			

Would your Manager/Team Leader like to be copied on the Course emails sent to you? Yes / No

If 'Yes', please supply details below:

Your Manager's name:	email:
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Course details I would like to attend:

Essential Skills & Knowledge for Managers	<input type="checkbox"/> Dubai 5 - 6 July	<input type="checkbox"/> Kuwait 17 - 18 July	<input type="checkbox"/> Qatar 24 - 25 July
Skills & Knowledge foundation for Agents	<input type="checkbox"/> Dubai 3 - 4 July	<input type="checkbox"/> Kuwait 19 - 20 July	<input type="checkbox"/> Qatar 22 - 23 July

Approving Manager / HR / Learning & Development Manager's details:

Name:	Position Title:
Tel:	email:
Would you like to be copied on all email correspondence to the course delegates? Yes / No	
Signature:	

Investment All prices are in US \$

Essential Skills & Knowledge for Managers	\$2250	per person
Essential Skills & Knowledge for Supervisors	\$950	per person
Skills & Knowledge foundation for Agents	\$1650	per person
Workforce Management Boot Camp	\$3250	per person



Please read the refund policy prior to submitting your registration.

10% discount will be applied when registering 3 or more delegates attending the same course. Registrations must be lodged together in order to be eligible for discount.

Please choose your course(s) carefully. QPC is under no obligation to refund, transfer or issue credit notes for errors made while choosing your course.

How did you hear about this course?

- Manager email Past participant
- Other (please specify) _____

Method of payment:

(payment must be received to be registered)

- I enclose a cheque payable to QPC Limited.
- Charge my credit card the total amount of US\$ _____

Card type :

- Visa Mastercard Amex Diners Bankcard

Name on card: _____

Card no:

Expiry date: / 3 digit verification code:

Card holder's signature: _____

Please read the refund policy opposite before sending payment.

Venues

The training will take place at the following locations:

Dubai	Kuwait	Qatar
Level 19	Crowne Plaza	Crowne Plaza Doha
Monarch Office Tower	Farwaniya	Al Istequal Road
1 Sheikh Zayed Road	Kuwait City	West Bay Lagoon
P.O. Box 333840	Kuwait	Doha
Dubai		Qatar

QPC - customer service transformation

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www.qpc.com/mea

QPC Americas
Manchester US
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Refund Policy:

A) Full refund of the registration fee will be given if advised of cancellation in writing 10 working days in advance of the course. An administration fee of \$300 will be charged if courses are cancelled more than twice.

B) 60% refund of the registration fee will be given if advised of cancellation in writing less than 10 working days prior to the course.

C) No refund of the registration fee will be given for cancellation within 2 working days of the course or non attendance.

D) In the event that QPC must cancel a course for any reason, QPC will be responsible only for refunding course registration fees received.

Accommodation and Travel:
Delegates are responsible for the cost of and organising their own hotel accommodation and travel.

How to Register:
Fax this registration form to: +97 14 705 0002

Your registration will be acknowledged within 3 days of being received.

The confirmation letter with course details will be forwarded once payment has been received.