

Writing Back! Increase customer loyalty with effective written response

30 - 31 October 2008 • 9am - 5.30pm
Mandarin Oriental Hotel, Grand Ballroom

Who should attend

This intensive, interactive and skill-building workshop is designed for everyone who writes letters of reply to customer compliments and complaints, or who responds to customers in person or over the phone. The program is ideal for managers and executives in marketing, sales, public relations and customer service.

REGISTER NOW!

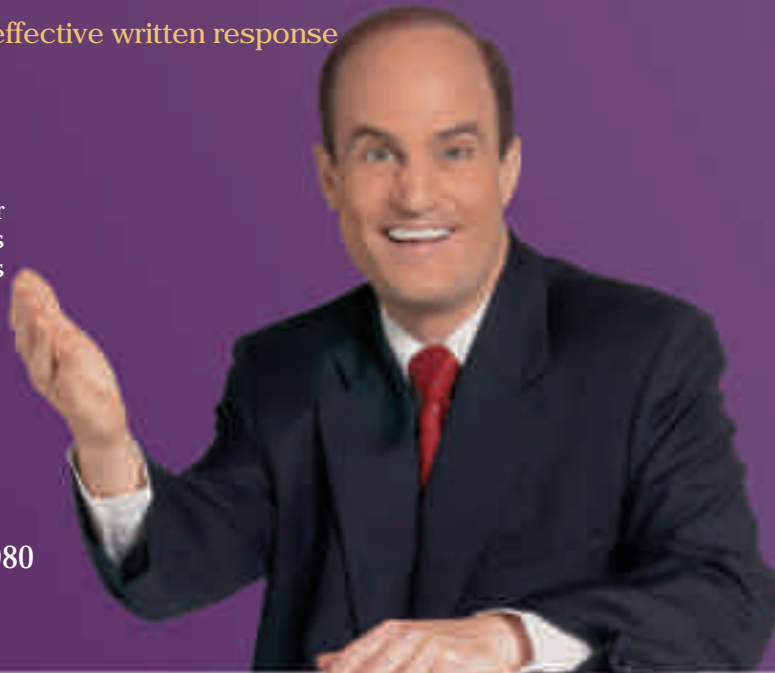
CALL 03 78803046 or Fax: 03 78803706
or Email: adc@synergyentire.com

Registration Fees:

Normal (1-2 pax) – RM3480 • Group 3 or more – RM2980

Call for Early Registration Rates

All fees include meals and course materials.



REGISTRATION FORM (INVOICE) (use a separate sheet of paper where necessary)

names	designation	email
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

Company: _____ Authorised/Contact person: _____
 Address: _____ Designation: _____
 _____ Email: _____
 _____ Tel: _____
 _____ Fax: _____

No. of registrants:
 1-2 participants: RM3,480 x _____ = _____
 Group (3 or more): RM2,980 x _____ = _____
 Others: _____ x _____ = _____

Company's Stamp & Authorised Signature
 (if by card, as per card signature; sign & stamp for non-card payment)

Upon signing this form, you are deemed to have read and understood the Registration Policy and accepted the terms below. Please return this registration form together with the course fees to Synergy Entire Sdn Bhd before the commencement of the course.

PAYMENT DETAILS

Enclosed is cheque number _____ for RM _____
 Cheques should be crossed "A/C Payee only" and made payable to:
"Synergy Entire Sdn Bhd"
 Please mail payment to:
 No. 53A (1st Floor) Jalan SS2/75 Petaling Jaya 47300 Selangor

Direct Bank-in to RHB Bank Account: 2-12200-00010708
 Payable to: Synergy Entire Sdn Bhd (Co. Reg. 518428-A)

Reservations may be made by phone or fax but will ONLY BE CONFIRMED upon receipt of the registration form with full payment before commencement of the course.

A substitute is welcomed in the event that registrants are unable to attend. There is no refund for cancellations. If a participant fails to attend a course, the course fees will not be allocated to another course. Please be informed that Synergy Entire Sdn Bhd reserves the right to change the date or venue or cancel an event. A full refund will be issued should the event be cancelled due to any unforeseen circumstances.

PAYMENT BY CREDIT CARD
 I authorise payment of RM _____ by VISA MASTER
 Expiry Date: _____ 3-digit Security Code: _____

Name of Cardholder _____
 I/C No. of Cardholder _____
 Signature of Cardholder _____