

SEMINAR BOOKING FORM

Please scan the completed form and email to events@rodjones.co.za

Booking form Ver 31 at 7 Dec 2018

For more detailed information about the content of the seminars please visit my website at www.rodjones.co.za or eMail for a detailed brochure. Booked delegates will be advised of the actual seminar venue and sent a detailed programme and venue map.

Johannesburg • 4-5 February 2019

**“World Class Contact Centres: Operational Excellence”
R4,950 incl per delegate**

PACKAGES and DISCOUNTS

Please tick the appropriate box/es

- 2 Delegates from the same organization (save 10%) **R4,455** incl per delegate
- 3+ Delegates from the same organization (save 15%) **R4,207** incl per delegate
- Claim 'Early Bird Discount'. An additional 10% if booked and paid by 31 Dec 2018



“I help Decision-Makers to make Good Decisions about Call Centres, Contact Centres and Cx Delivery”

Company Name in full:		
Postal Address:	Post Code:	
Telephone Number: International () Area () Number	VAT Number (SA only):	

PLEASE NOTE: To ensure accuracy of spelling on name badges, certificates and all other event and follow up documentation, please complete this form in NEAT BLOCK LETTERS

DELEGATE INFORMATION

Name	Surname	Special Diet/Needs* <small>Surcharge for certified Vegetarian, Kosher or Halaal meals. SQ</small>	Job Function or Designation	Cellphone Number	Email Address

AUTHORISATION

I, the undersigned hereby authorize the above delegate/s registration. I confirm that I understand the Terms and Conditions and that I am authorised on behalf of my organization to approve this booking. **BLOCK LETTERS PLEASE**

Name:	
Designation:	
Contact Cellphone:	
eMail Address:	
Signature:	Date:

- Please send the invoice marked for my attention.

TERMS and CONDITIONS

On receipt of this booking form we will email an invoice. Our terms are payment to be received by us within 5 business days of invoice. Late payment will accrue penalties at 15% p/a. If for any reason a delegate is unable to attend after the invoice has been issued, an alternative or substitute delegate may attend. Cancellations must be in writing. If received by us at least seven days before the event, a 50% refund or credit will be made. Cancellations made within seven days of the event will not qualify for any refund or credit.

SPECIAL 'PROCUREMENT CONDITIONS'

Are any special 'Procurement Conditions' required e.g. registration as an Approved Vendor / Supplier? Yes No If YES please specify and provide complete details, forms etc.

Please note that we provide our own detailed Vendor Information Pack which includes current Tax Clearance Certificate and BBBEE Certificate .

WHAT IS INCLUDED

The delegate registration fee includes refreshments on arrival and at tea and coffee breaks as well as lunch. No pork or pork products are served. We can make provision for vegetarian meals. Certified, externally sourced Vegetarian, Kosher and Halaal meals can be provided for a surcharge to be individually quoted.

The registration fee includes comprehensive seminar material. Excluded from the registration fee are all delegates' accommodation, personal expenses and transportation costs.

Plus! All registered delegates get FREE access to the Rod Jones Know-it Knowledge Library.

