



International Customer
Service Association of Canada
Toronto Chapter

ICSA Canada Cordially Invites You to Attend Our
Customer Service Week Gala and Awards Dinner
Staff Appreciation Night
October 20, 2011



Introduction

Every organization has its own unique expectations and methods of delivering exceptional customer service, yet the industry as a whole has evolved from the same guiding principles that have achieved the success we experience today. The tradition of providing the best possible service we can is and always will be a driving force behind the achievements of any organization.

Staff Appreciation Night is an ongoing tradition of ICSA Canada that provides customer service professionals with an evening of fun, celebration and recognition.

Come out and be inspired, entertained and enlightened. Register now to reserve a seat. If you would like to be a vendor, sponsor or donate prizes, please contact Dolly, it would be greatly appreciated.

Highlights

Our annual sold out event is now taking registrations. By attending Staff Appreciation Night you will be provided:

- Keynote speaker
- Awards ceremony
- Recognition for your staff and organization
- Certificate of participation
- Networking opportunities
- Entertainment
- Full course meal
- Door prizes
- Vendor displays
- And more...



Customer Service Excellence Awards

Each year ICSA Canada holds an awards ceremony at Staff Appreciation Night where anyone can be nominated and win an award in one of our five categories:

- Representative of the Year
- Team of the Year
- Leader of the Year
- Coach of the Year
- Trainer of the Year

It's easy to nominate your staff, team, co-workers or boss! Simply fill out a nomination form and explain why the nominee deserves to win. A special ICSA Awards committee will review all entries and select a 1st, 2nd and 3rd place winner for each category. Each winner is presented a certificate and a cash prize or gift certificate in front of their peers at Staff Night. This is a great opportunity to recognize your staff and showcase your organization's dedication to providing exceptional customer service.

A Few of Our Past Attendees:

- RBC Insurance
- Suncor Energy
- Loyalty One
- Canadian Premier Life Insurance Company
- Hubbell Canada
- DHL Express
- ING Direct
- CUMIS Group
- Boston Scientific
- AirMiles Reward Miles
- Starwood Hotels & Resorts
- Callaway Golf
- Parmalat

Vendor/Sponsorship Opportunities

If you would like to be a vendor or a sponsor for Staff Appreciation Night, contact us for more details. Plenty of opportunity is available.



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AGENDA

Date: Thursday, October 20, 2011

Time: 5:00 - 5:30 Registration
5:30 - 6:30 Networking, Entertainment and Refreshments
6:30 - 7:30 Dinner
7:30 - 8:15 Mystery Keynote Speaker
8:15 - 9:00 Awards Ceremony & Draw for Prizes

Location: **Stage West Hotel**
5400 Dixie Road
Mississauga ON
L4W 4T4

Cost: ICSA Member: \$199.00 + HST Non-member: \$229.00+ HST
Party of 10: 1,800.00 + HST

Reply By: Tuesday, October 11, 2011

Contact: Dolly Konzelmann

Phone: 905-477-5544

Email: dolly@icsa.on.ca

We look forward to seeing you there!



REGISTRATION

**Staff Appreciation Night
Thursday, October 20, 2011**

THE FOLLOWING PERSON(S) WILL BE PARTICIPATING: (Please print)

1		6	
2		7	
3		8	
4		9	
5		10	

I am a Toronto Chapter ICSA MEMBER: Yes No

Members: \$199.00 + HST

Non-members: \$229.00 + HST

Table of 10: \$1,800 + HST

Payment Option (Please check):

Visa

Master Card

Amex

For credit card payments, please fax this page to 905-940-1278 (Markham) – *Secure Fax*

Company Name	
Cardholder Name	
Card Number	
Expiry Date (MM/YY)	
Signature	
Total Amount \$	
Email Address	
Phone #	
Cellular #	

Once reservations are confirmed, any cancellations not received will be charged accordingly. To keep our prices affordable, we will invoice all no-shows. Replacements are welcome. ICSA Toronto Chapter has the right to cancel or reschedule its venues due to unforeseen circumstances. If a cancellation occurs, ICSA Toronto Chapter will refund any payments that have been made for that venue.

If there are others in your organization that could benefit from this information, please forward this to them.

Thank You.