

Dealer  
style  
training

# Enhancing Customer Experience

## Communication Skills

### Thursday, 15 November 2018

#### PARTICIPANT'S DETAILS

Title  Surname

Given name(s)

Position title

Years in role

Email

Business size  1 - 19  20 - 49  50 plus

Business name

Business address

State  Postcode

Phone (W)  Fax

Mobile

(For more than one participant, include separate enrolment form)

**PAYMENT DETAILS** (enrolments cannot be accepted without payment)

#### INFORMATION FOR APPLICANTS

##### Enrolments

Applicants will receive enrolment confirmations approximately two weeks prior to commencement of course.

##### Refund policy

If you cancel your registration 7 or more working days before the event, we will refund 100% of the fees paid. For cancellations made less than 7 working days before the event, no refund will be made. All registrations are transferable at any time to another person within your organisation at no charge. VACC ABN 63009478209 VACC reserves the right to cancel or postpone courses and move registrations to other dates and times. Course costs may be subject to change.

##### Privacy notification

VACC respects the privacy of individuals and acknowledges that the information you provide on this form is personal information as defined by the Privacy Act 1988. The information is being collected for the purposes of processing registration. The intended recipients of the information are the VACC and service providers engaged by the VACC. The provision of this information is voluntary, but if it is not provided the VACC may be unable to process your registration.

#### Individual Day

##### Workshop 3: Communication Skills

**Time:** 9:00am - 4:30pm

**Location:** Level 7 VACC, 464 St Kilda Rd, Melbourne VIC 3004

**Cost:** **Member \$395** **Non-member \$440 (Inc. GST)**

**Date:** Thursday, 15 November 2018

VACC member  VACC non-member

Total \$ amount (inc GST)

Cheque/money order (Made payable to Victorian Automobile Chamber of Commerce)

Visa  Mastercard  Diners  Amex

Card number

Expiry  /  CCV

Card holder name

Card holder signature

American Express and D

Enrolments cannot be accepted without payment.

Acc. No. 5612-42 ABN 63 009 478 209. This document becomes a Tax Invoice for GST when fully completed and you make a payment

#### PLEASE RETURN THIS FORM TO:

**Attention:** VACC Skills Development Centre

**Email:** info@vaccdsdc.com.au

**Fax:** 03 9820 5482

**Mail:** VACC Skills Development Centre  
Level 7, 464 St Kilda Road  
Melbourne VIC 3004

**Contact:** 03 9829 1126