



QTS Scheme Complaint Handling Workshop

Date:	19 May 2017 (Friday)
Time:	4:00pm – 5:00pm (Registration starts at 3:45pm)
Venue:	Boardroom, Hong Kong Tourism Board, 11/F., Citicorp Centre, 18 Whitfield Road, North Point, Hong Kong
Language:	Cantonese
Content Highlights:	<ul style="list-style-type: none">- Different Types of Complainants- Case Sharing- Group Discussion- 7 Steps for Service Remedies
Registration Deadline:	28 April 2017 (Friday)

Enrolment Form

Please complete and return by E-mail to qts.secretariat@hktb.com or Fax to 2503 6286.

Company Name: _____

Name of Contact Person: _____

Position: _____

Tel. No.: _____ Fax. No.: _____

E-mail*: _____

**Must be provided for receiving written confirmation.*

Details of Participants:

1) Name: _____ Job Title: _____ Mobile phone: _____	2) Name: _____ Job Title: _____ Mobile phone: _____
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