

VANA Short Courses 2010

Short Courses For VANA Members Dates and Registration form

FAX BACK TO VANA ON 03 9482 1799



Customer Service

The image and reputation of an organisation largely depends upon the abilities and desires of Team Members to maintain the highest standards of service to customers. This course deals with managing customers in regards to enquiries, requests, purchasing and complaints. This course will provide participants with practical skills and techniques in managing these processes.

Recommended participants: Team members, 2IC, Store Managers

5 May 2010	19 May 2010	8 June 2010	15 June 2010	14 July 2010
8:30am-12:30pm	8:30am-12:30pm	1:00pm - 5:00pm	8:30am-12:30pm	1:00pm - 5:00pm

Registration / tax invoice

Company		Phone
Address		Fax
Suburb	Postcode	Email

Participants details			5 May 2010	19 May 2010	8 June 2010	15 June 2010	14 July 2010
First Name	Last Name	Newsagency	8:30am-12:30pm	8:30am-12:30pm	1:00pm - 5:00pm	8:30am-12:30pm	1:00pm - 5:00pm

Number of participants: _____ X \$85.00 = \$ _____

Payment Method (please tick)

Cheque enclosed for an amount of \$ _____ made payable to VANA Ltd and mail to
VANA Ltd - 806-810 Nicholson Street - North Fitzroy VIC 3068

Charge MASTERCARD/VISA _____ Amount \$ _____

Signature: _____ Name of Cardholder _____ Expiry Date _____

□□□□ □□□□ □□□□ □□□□ Cvv(#): __

(#) Last 3 digits displayed on the signature panel of your card

Direct debit \$ _____ - **for newsagents ONLY**

Direct Deposit \$ _____ - To VANA Ltd - INSTITUTION: NAB -

BSB: 083 - 170

A/C NUMBER : 51 953 5386

REF FS Training

Please fax to **03 9482 1799** or mail to VANA Ltd - 806-810 Nicholson Street - North Fitzroy VIC 3068

For further details, phone VANA on 03 9482 2911

This document becomes a **TAX INVOICE** on completion and a copy should be retained for taxation purposes.

VANA Ltd ACN 004 238 644 ABN 38 004 238 644