

Training Materials and Teleconference Instructions:

Materials and instructions will be sent via e-mail, two days prior to the seminar. Please print email address on registration form **CLEARLY**.

Continuing Education Credits

Our fee includes one certificate of completion for continuing education credit for one individual.

How to Register:

Registration Policies:

1. Please mail or fax your registration early. Space is filled on a first served basis. Policy and deadlines for registration are the same by fax as by mail.
2. Please enclose a check or complete the credit card registration below. Faxed registrations must include credit card or purchase order information.
3. Registrations and payment must be received no later than five days prior to the workshop.
4. We reserve the right to cancel this program due to insufficient registration.

Cancellation Policy

Refunds, minus a \$25 processing fee per registrant, will be honored if requested in writing five (5) business days prior to the date of the seminar. In the event of emergency, attendees may send substitutions in their places without prior notification.

Registration Form

Quality First Telephone Seminar

March 31, 2009, 1:00 –3:30 pm

PLEASE PRINT. To register: Complete and return by **March 27, 2009**.

Name _____ Title _____

Email (Work) _____

Facility Name _____

Facility Address _____

City _____ State _____ Zip _____

Work Phone _____ Fax _____

Fee: **Life Span member** \$130 **Life Span Nonmember** \$165 **Total Amount Due \$** _____

Please mail with check payable to:

THE BEACON INSTITUTE, 10280 Old Columbia Road, Suite 220, Columbia, MD 21046

Or fax with credit card information to **410.381.6061**



Name on Card _____ Account No. _____

CVV2 Security Code _____ Expiration Date _____ Signature _____

Card Holder Email Address _____