



旅遊學院  
INSTITUTO DE FORMAÇÃO TURÍSTICA  
Institute for Tourism Studies



Lhc  
LAUSANNE HOSPITALITY CONSULTING  
a division of Ecole hôtelière de Lausanne

## Executive Development Programme CUSTOMER RELATIONSHIP MANAGEMENT 「客戶關係管理」高級管理課程 6 - 7 August 2014

### - REGISTRATION FORM -

#### Part I: Personal Information

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

I.D. or Passport No. : \_\_\_\_\_ Gender: \_\_\_\_\_

Organisation: \_\_\_\_\_ Position: \_\_\_\_\_

Address: \_\_\_\_\_

Phone No.: \_\_\_\_\_ Mobile No.: \_\_\_\_\_

Email: \_\_\_\_\_

Type of highest Degree/Diploma/Certificate awarded: \_\_\_\_\_

Name of awarding institution and country: \_\_\_\_\_

**\*\*Name print on Certificate will be based on the name printed on ID card / Passport.**

#### Part II: Specify Learning Goals

To enable the programme instructor to effectively meet participants' expectations, please let us know what specific learning goals you expect to cover.

#### Part III: Registration Fee

- ☐ Macao ID cardholders **MOP 5,000**
- ☐ Non-Macao ID cardholders **MOP 6,500**

Are you sponsored by your company for this programme? ☐ Yes, and how much? \_\_\_\_\_ ☐ No

**\*\*Registration fee covers course materials, lunches and refreshments during the programme.**

## Part IV: Payment Method

<p>Credit Card</p>          <input type="checkbox"/> Visa  <input type="checkbox"/> Master	<p>Name of Issuing Bank: _____</p> <p>Card No.: _____ - _____ - _____ Expiry Date: _____(M)/_____(Y)</p> <p>Total:    Macao ID Cardholder            <input type="checkbox"/> <b>MOP5,000</b>                         Non-Macao ID Cardholder       <input type="checkbox"/> <b>MOP6,500</b></p> <p>Cardholder's Name:_____</p> <p>I authorise the Instituto de Formação Turística to deduct the amount from my credit card account and am aware that this amount cannot be refunded if I withdraw from this programme.</p> <p>Cardholder's Signature:_____</p>
<input type="checkbox"/> Bank Draft  <input type="checkbox"/> Company Cheque	<p>The bank draft should be made payable to “<b>Instituto de Formação Turística</b>” in total amount of <input type="checkbox"/> <b>MOP5,000</b>    or    <input type="checkbox"/> <b>MOP6,500</b></p>

**Payment Deadline : 11 July 2014**

**(Seats are NOT guaranteed without settling the payment before deadline)**

**Cancellation Policy : No refund will be made in case of participant's withdrawal or no-show.**

**Disclaimer** : We reserve the right to postpone or cancel the course. In the case of cancellation, participants will NOT be subject to any charge or compensation.

## Part V: Other Information

**-Special Dietary Arrangement**

Please specify if any special dietary arrangement is required

☐ Vegetarian    ☐ No Pork    ☐ No Beef    ☐ No Seafood    ☐ Others: \_\_\_\_\_

**-How were you informed about this programme?**

☐ News ad      ☐ Email      ☐ Webpage      ☐ Human Resources dept.      ☐ Others: \_\_\_\_\_

**Please return the form with the following attached to [edp@ift.edu.mo](mailto:edp@ift.edu.mo):**

- **ID card / Passport copy of both sides**
- **Credit card copy of both sides (if you pay by credit card)**

**If you have further query, please feel free to contact:**

**Tel: (853) 85061 250**

**Fax: (853) 85061 283**

**Email:** [edp@ift.edu.mo](mailto:edp@ift.edu.mo)

**Institute for Tourism Studies (IFT)**

**Colina de Mong-Ha, Macao, China**