CSISG Methodology and Capabilities Program 2012
Registration Form

A. Attendee Particulars

Name as in NRIC / Passport: ___________________________________________________________

Office Address: ________________________________________________________________

NRIC / Passport No.: ____________________________________________________________

Date of Birth: _________________________________________________________________

Nationality: _________________________________________________________________

Gender (Please check one):  ☐ Male  ☐ Female

Tel (Mobile): ________________________________________________________________

Tel (Office): ________________________________________________________________

Fax No.: ________________________________________________________________

Office Email Address: _______________________________________________________

Work Organization / Employer: ________________________________________________

Designation: _______________________________________________________________

Work Industry (Please check one):  ☐ Consulting  ☐ Education  ☐ Finance  ☐ Food & Beverages

☐ Healthcare  ☐ Information Technology  ☐ Public Service  ☐ Retail

☐ Transport & Logistics  ☐ Tourism  ☐ Others: ________________________________

How did you first learn about this program? (Please check one):  ☐ CSISG Subscription  ☐ Emailer  ☐ ISES Member(s)

☐ ISES Website  ☐ Print Ad  ☐ My network  ☐ Others: ________________________________
B. Program Details & Fees

<table>
<thead>
<tr>
<th>Program Item</th>
<th>Fees Payable</th>
</tr>
</thead>
<tbody>
<tr>
<td>CSISG Methodology and Capabilities Program</td>
<td>Public: SGD 2,400</td>
</tr>
<tr>
<td>17 October 2012 (WED)</td>
<td>CSISG Subscribers: SGD 2,000</td>
</tr>
<tr>
<td>9 am to 5 pm</td>
<td>(For more details on becoming a CSISG subscriber,</td>
</tr>
<tr>
<td></td>
<td>please visit <a href="http://ises.smu.edu.sg/ises/corporate-services">http://ises.smu.edu.sg/ises/corporate-services</a></td>
</tr>
<tr>
<td>CSISG Methodology Certified Associate Examination</td>
<td>SGD 500 per attempt per attendee</td>
</tr>
<tr>
<td>18 October 2012 (THU)</td>
<td></td>
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<tr>
<td>9 am to 11 am</td>
<td></td>
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</tbody>
</table>

Total
(Please check one):
☐ Public: SGD 2,400
☐ Public + Examination: SGD 2,900
☐ CSISG Subscribers: SGD 2,000
☐ CSISG Subscribers + Examination: SGD 2,500

C. Terms and Conditions

• Your particulars will only be used for ISES’ internal use.
• GST of 7% is payable on the fees stated.
• Confirmation of attendance will be sent to you via email upon receipt of the due payment in full.
• All registrations have to be sent in before 8 October 2012.
• No refunds will be given, however you may nominate someone else to take your place at any time prior to the commencement of the Workshop.
• The passing grade for the examination is a minimum of 80% of the total marks awardable.
• Results will be released after 2 weeks upon completion of the examination.

D. Attendee Acceptance

Attendee Signature:________________________________________________________________________
Date:____________________________________________________________________________________"

Payment Instructions:

1. Please complete and sign this registration form and send a copy to Ms Nicole Loh (Fax: +65 6828 0690 or email: nicoleloh@smu.edu.sg)

2. Post duly signed form together with a cheque* to: Singapore Management University  
c/o Caroline Lim, Director  
Institute of Service Excellence (ISES)  
Singapore Management University  
Administration Building  
81 Victoria Street  
Singapore 188065

* Cheque should be crossed and made payable to “Singapore Management University - ISES”. Telegraphic and interbank transfers are also available; please contact us for more details.

For all other enquiries, please contact: nicoleloh@smu.edu.sg