

1st International Workshop on
Enhancing Training Quality Through Customer Service (QCS-1):
Caring for Clients Before, During and After Training

Bali, Indonesia: June 5-11, 2002

jointly organized by:

**World Bank Institute/The World Bank (WBI/World Bank)
University of Surabaya**

Application Form

Family/Last Name:	_____
First Name:	_____
Position/Title:	_____
Organization/ Institution:	_____

Mailing Address:	_____

City:	_____
State/Post Code:	_____
Country:	_____

Nationality:	_____
Sex:	_____
Age:	_____
Dietary Restrictions:	_____
Phone:	(incl. Country & City Code) _____
Office:	_____

Home:	_____
Cell/Mobile:	_____
Fax:	_____
E-mail:	_____

I am applying for my participation in the above mentioned Workshop and if admitted, the following arrangements will need to be made:

Signature _____

Date _____

Workshop Fee for US\$ 1,350

Will wire-transfer the fee to:
Universitas Surabaya
Account No. 013-02-74712-00-2
Bank Niaga
Address: Raya Darmo 26
Surabaya 60264, INDONESIA

Will send US\$ draft check, made to:
Univ. of Surabaya/QCS-1 Workshop

Will pay in US\$ cash/TCs upon arrival in Bali

Who will provide you with the funding support?

Own Institution/Organization
 Self
 Other Sponsoring Agency: please specify (and incl. contact person, phone & fax numbers)

Please send a letter from the Sponsoring Agency to Univ. of Surabaya indicating its financial support to cover your Workshop costs.

Hotel & Flight Arrangements:

Please reserve accommodation at Radisson Bali Hotel for me and I will pay directly when I arrive (Hotel room is priced at US\$ 45 per room/night incl. of service & taxes)
Period required: June 4 - 11, 2002. Number of Room(s) required: _____

_____ I will purchase my own ticket and inform Univ. of Surabaya of my flight schedule soon

No. of years of TOTAL professional working experience:		Educational Attainment (check all that applies)
No. of years as trainer and/or in training-related responsibilities:		
No. of years at present position:		
No. of years with present organization:		
What are your main job responsibilities (check all that applies):		
<input type="checkbox"/>	Assess training needs and/or market demand	<input type="checkbox"/> High School Graduate
<input type="checkbox"/>	Develop training strategy/plan	<input type="checkbox"/> Diploma (indicate year completed & institution)
<input type="checkbox"/>	Design training curriculum and learning materials	Field of Study: _____
<input type="checkbox"/>	Program development, planning and budgeting	<input type="checkbox"/> Bachelor (indicate year graduated and university)
<input type="checkbox"/>	Human resource/personnel management	Major _____
<input type="checkbox"/>	Organizational management and administration	<input type="checkbox"/> Master (indicate year graduated and university)
<input type="checkbox"/>	Management information system	Major _____
<input type="checkbox"/>	Marketing of training services/courses	<input type="checkbox"/> Doctorate (indicate year graduated and university)
<input type="checkbox"/>	Monitoring, supervision and evaluation	Major _____
<input type="checkbox"/>	Others, please specify: _____	<input type="checkbox"/> Other relevant training, please specify: _____
<input type="checkbox"/>	_____	
<input type="checkbox"/>	_____	
<input type="checkbox"/>	_____	

Please describe below the main reasons why you should participate in this Workshop.

Please FAX this Application Form soonest to: (62-31) 298-1301 and mail the original to:

Mr. Eric Wibisono
 Director, Office of International Affairs
 University of Surabaya
 Raya Kalirungkut
 Surabaya 60293, INDONESIA
 Phone: (62-31) 298-1303; E-mail: ewibisono@ia.ubaya.ac.id

How did you get the information on this workshop?

<input type="checkbox"/>	From the Internet/Web-site
<input type="checkbox"/>	From the workshop brochure
<input type="checkbox"/>	From World Bank publication(s) or staff member(s)
<input type="checkbox"/>	From my professional membership association/network: please specify: _____
<input type="checkbox"/>	From other sources: _____

For more detailed and updated information, please visit the Workshop's Website at:

www.worldbank.org/wbi/qcs-1