



## ITP Experience Sharing Session at Starbucks

Starbucks has become a well recognized brand for coffee-lovers / customers these days. How they have been so successful in developing such a strong “Starbucks Culture” across so many countries is an interesting subject / case for management / HR / training practitioners alike. The Institute is grateful to the professional training team from Starbucks to share their valuable experiences with us. Details of the sharing session are as follows:

<b>Date</b>	17 July, 2008 (Thursday)	
<b>Venue</b>	7/F., Luk Kwok Centre 72 Gloucester Road Wan Chai Hong Kong	
<b>The Program</b>	4:00 pm – 5:00 pm	Sharing on Starbucks Culture and Customer Care Program
	5:00 pm – 5:30 pm	Q & A / Experience Sharing, and a guided Store Tour
	5:30 pm	End of Function

**Remark** : All participants are requested **NOT** to take any photo, video or recording throughout the event.

**Fee** **Free of charge**

(As the capacity is limited to 15 persons, priority is given to ITP Members. To avoid absence, prospective participants are strongly advised to check their own schedule carefully before sending in the Reply Slip.

**Enrolment** Acceptance will be on a first-come-first-served basis. Please complete the Reply Slip and fax in to “Institute of Training Professionals” on or before 3 July, 2008. Successful applicants will be notified by us by email after the closing date.

**Enquiry** Dr. Denny Chow at Tel: 6100 0123 Mr. Alfred Ho (Event Organizer) at Tel: 9811 3088

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### REPLY SLIP (Fax: 2309 2799)

To: **Institute of Training Professionals**

Date: \_\_\_\_\_

Re: **Experience Sharing Session at Starbucks** (17 July, 2008)

Please enroll me/us for the captioned event.

Name	Member (Y / N)	Contact Telephone	Email Address

**INSTITUTE OF TRAINING PROFESSIONALS 培訓專業學會**

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