

MAIN OFFICE
Cohen & Klein Consulting
8362 Pines Blvd. • Suite 289
Pembroke Pines, FL 33024

Cohen & Klein Consulting

In Conjunction With
Florida Atlantic University

Phone: (954) 731-6340 • Fax: (954) 731-6606 • www.cohenandklein.com • E-mail: collect@gate.net

110 Wall Street, 11th Floor • New York, NY 10005

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2008 Training Schedule		
	Course	Location
JAN.	CK 700 Debt Collection Strategies	JAMAICA, KINGSTON
	CK 600 Debt Collection Management	JAMAICA, KINGSTON
	CK 2007 Training & Presentation	ANTIGUA
	CK 2000 Supervisory Management	ST. KITTS
FEB.	CK 800 Cust. Service, Marketing	ST. KITTS
	CK 4500 Anti-Money Laundering Compliance	ST. LUCIA
	CK 4600 Risks Developments Banking and Finance	ST. LUCIA
	CK 3000 Risk Management	JAMAICA, MOTEGO-BAY
	CK 5100 Performance Review Management	BARBADOS
MARCH	CK 1400 Human Resource Management	ST. KITTS
	CK 2000 Supervisory Management	GRENADA
	CK 800 Cust. Service, Marketing And Sales	GRENADA
	CK 1000 Hospitality & Tourism Marketing	JAMAICA, MONTEGOBAY
APR	CK 2007 Training & Presentation	FLORIDA
	CK 700 Debt Collection Strategies	FLORIDA
	CK 5100 Performance Review Management	ST. KITTS & FLORIDA
	CK 5600 Cust. Service Management	ST. KITTS
MAY	CK 5100 Performance Review Management	FLORIDA
	CK 2100 Project Management	GRENADA
	CK 5900 Banking & Financial Srv	GRENADA
	CK 700 Debt Collection Strategies	ST. LUCIA
	CK 2000 Supervisory Management	ST. LUCIA
	CK 4500 Anti-Money Laundering Compliance	FLORIDA
JUNE	CK 5200 Call Center Management	KINGSTON JAMAICA
	CK 4700 Business Continuity	ST. LUCIA
	CK 5100 Performance Review Management	ST. MAARTEN
	CK 4000 Disaster Preparedness	ST. MAARTEN

2008 Registration Deadline Dates Inside

State-Of-The-Art Training

A World of Learning



Course Details Inside

See Page #18 To Register

On-Site Or In-House Training Can Be Arranged

Practical Training

Effective Training

Customized Training

Comprehensive Training

2008 Training Schedule		
	Course	Location
JULY	CK 1100 Marketing & Public Relations	FLORIDA
	CK 5100 Performance Review	DOMINICA
	CK 2000 Supervisory Management	DOMINICA
	CK 800 Cust. Service, Marketing And Sales	ST. LUCIA
AUG.	CK 2009 Management Strategies	ST. MAARTEN
	CK 500 Credit & Collection Management	FLORIDA
	CK 3900 Hotel Food & Beverage Supervision	ST. MAARTEN & USVI
	CK 700 Debt Collection Strategies	ST. MAARTEN
	CK 3500 Hotel Front-Desk Supervision	ST. MAARTEN
	CK 800 Customer Service, And Marketing	ST. MAARTEN & USVI
SEPT.	CK 3500 Hotel Front Desk Supervision	USVI
	CK 2000 Supervisory Managmt	USVI
	CK 2007 Training & Presentation	FLORIDA
	CK 1200 Hotel & Hospitality Management	ST. MAARTEN & USVI
	CK 1800 Cust. Sercv & Airport Screening	ST. MAARTEN
	CK 3800 Hotel Housekeeping Supervision	ST. MAARTEN
OCT.	CK 1400 Human Resource Management	USVI & FLORIDA
	CK 1200 Hotel & Hospitality Management	USVI
	CK 3800 Hotel Housekeeping & Laundry	USVI
	CK 2009 Management Strategies	USVI
	CK 3000 Risk Management	FLORIDA
	CK 1600 Sexual Harassment	ANTIGUA
NOV.	CK 5100 Performance Review Management	JAMAICA, KINGSTON
	CK 3200 Crisis Management	FLORIDA
	CK 2000 Supervisory Management	FLORIDA
	CK 5200 Call Center Management	FLORIDA
DEC.	CK 4900 Fraud & Loss Prevention Banking and Finanace	ST. LUCIA
	CK 4700 Business Continuity Planning	FLORIDA
	CK 1400 Human Resource Management	FLORIDA
	CK 600 Debt Collection Mangement	FLORIDA

www.cohenandklein.com

Practical and Comprehensive Customized Training



2008 Training Schedule, Locations and Dates

Time: 9:00 am - 4:30 pm
or
5:00 pm - 9:00 pm

(Select your locations and dates)

	<i>Course Title</i>	<i>Seminar Locations</i>	<i>Dates</i>	<i>Deadline</i>
JAN.	(CK 700) Debt Collection Strategies for New & Experience Collectors	JAMAICA, KINGSTON	JAN 8-11	DEC 14, 2007
	(CK 600) Debt Collection Management - Managers & Supervisors	JAMAICA, KINGSTON	JAN 14-17	DEC 14, 2007
	(CK 2007) Training Design & Presentation Delivery (Train-the-trainer)	ANTIGUA	JAN 21-24	JAN 8, 2008
	(CK 2000) Supervisory Management Techniques for Private & Public Sector Corp.	ST. KITTS	JAN 28-31	JAN 16, 2008
FEB.	(CK 800) Customer Service, Marketing & Sales Techniques	ST. KITTS	FEB 04-07	JAN 16, 2008
	(CK 4500) Anti-Money Laundering Compliance Procedures and Supervision	ST. LUCIA	FEB 12-15	JAN 30, 2008
	(CK 4600) Payments and Securities Systems Management	ST. LUCIA	FEB 12-15	JAN 30, 2008
	(CK 3000) Risk Management Procedure & Techniques	JAMAICA, MONTEGO BAY	FEB 19-22	FEB 5, 2008
	(CK 5100) Performance Review Management	BARBADOS	FEB 26-29	FEB 18, 2008
MAR.	(CK 1400) Human Resource Management for Private & Public Sector Corporations	ST. KITTS	MARCH 03-06	FEB 19, 2008
	(CK 2000) Supervisory Management Techniques for Private & Public Sectors Corp.	GRENADA	MARCH 11-14	MARCH 4, 2008
	(CK 800) Customer Service, Marketing & Sales Techniques	GRENADA	MARCH 17-20	MARCH 4, 2008
	(CK 1000) Marketing and Public Relations for Hotel & Hospitality (Tourism Sectors)	JAMAICA, MONTEGO BAY	MARCH 25-28	MARCH 12, 2008
APR.	(CK 2007) Training Design & Presentation Delivery (Train-the-trainer)	FLORIDA	APR 01-04	MARCH 25, 2008
	(CK 700) Debt Collection Strategies for New & Experience Collectors	FLORIDA	APR 08-11	MARCH 25, 2008
	(CK 5100) Performance Review Management	ST. KITTS	APR 15-18	APRIL 2, 2008
	(CK5600) Customer Service Management and Supervision	ST. KITTS	APR 21-24	APRIL 9, 2008
MAY	(CK 5100) Performance Review Management	FLORIDA	APR 28 - MAY 01	APRIL 16, 2008
	(CK 2100) Project Management & Time Management Procedures	GRENADA	MAY 06-09	APRIL 21, 2008
	(CK5900) Banking Sector Transformation Management	GRENADA	MAY 06-09	APRIL 21, 2008
	(CK 700) Debt Collection Strategies for New & Experience Collectors	ST. LUCIA	MAY 13-16	MAY 1, 2008
	(CK 2000) Supervisory Management Techniques for Private & Public Sector Corp.	ST. LUCIA	MAY 19-22	MAY 1, 2008
	(CK 4500) Anti-Money Laundering Compliance Procedures and Supervision	FLORIDA	MAY 27-30	MAY 14, 2008
JUNE	(CK5200) Call Center Management and Supervision	KINGSTON, JAMAICA	JUNE 03-06	MAY 21, 2008
	(CK 4700) Business Continuity Planning Procedures and Supervision	ST. LUCIA	JUNE 09-12	MAY 21, 2008
	(CK 5100) Performance Review Management	ST. MAARTEN	JUNE 17-20	JUNE 5, 2008
	(CK4000) Disaster Preparedness Supervision and Management	ST. MAARTEN	JUNE 23-26	JUNE 5, 2008

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See Course Details on Pages #1 To #18

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- 1) **Call (954) 731-6340** to register and make payment by telephone.
- 2) Fax this form and payment information to **(954) 731-6606**.
- 3) Express mail your registration form and payment to:
Cohen & Klein Consulting, Inc. • 8362 Pines Blvd. Suite 289 • Pembroke Pines, Florida 33024
- 4) E-Mail your registration and payment information to **collect@gate.net**.
- 5) Web site registration at **www.cohenandklein.com**.

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2008 Training Schedule, Locations and Dates

Time: 9:00 am - 4:30 pm

or

5:00 pm - 9:00 pm

(Select your locations and dates)

	Course Title	Seminar Locations	Dates	Deadline
JULY	(CK 1100) Marketing & Public Relations - Private & Public Sector Corporations	FLORIDA	JULY 01-04	JUNE 18, 2008
	(CK 5100) Performance Review Management	DOMINICA	JULY 08-11	JUNE 18, 2008
	(CK 2000) Supervisory Management Techniques - Private & Public Sector Corp.	DOMINICA	JULY 14-17	JUNE 18, 2008
	(CK 800) Customer Service, Marketing & Sales Techniques	ST. LUCIA	JULY 22-25	JULY 9, 2008
	(CK 2009) Management Strategies & Techniques	ST. MAARTEN	JULY 28-31	JULY 9, 2008
AUG.	(CK 500) Credit & Collection Management - Consumer & Commercial	FLORIDA	AUG 04-07	JULY 23, 2008
	(CK 3900) Hotel Food and Beverage Procedures and Supervision	ST. MAARTEN	AUG 11-15	JULY 23, 2008
	(CK 700) Debt Collection Strategies for New & Experience Collectors	ST. MAARTEN	AUG 11-14	JULY 23, 2008
	(CK 3500) Hotel Front-Desk Operations and Supervision	ST. MAARTEN	AUG 18-22	JULY 23, 2008
	(CK 800) Customer Service, Marketing & Sales Techniques	ST. MAARTEN	AUG 18-21	JULY 23, 2008
	(CK 3900) Hotel Food and Beverage Procedures and Supervision	USVI	AUG 25-29	JULY 23, 2008
	(CK 800) Customer Service, Marketing & Sales Techniques	USVI	AUG 25-28	AUG 11, 2008
SEPT.	(CK 3500) Hotel Front-Desk Operations and Supervision	USVI	SEPT 01-05	AUG 11, 2008
	(CK 2000) Supervisory Management Techniques - Private & Public Sector Corp.	USVI	SEPT 01-04	AUG 11, 2008
	(CK 2007) Training Design & Presentation Techniques (Train-the-trainer)	FLORIDA	SEPT 09-12	AUG 19, 2008
	(CK 1200) Hotel and Hospitality Operations & Supervision	ST. MAARTEN	SEPT 15-19	SEPT 2, 2008
	(CK 1800) Customer Service and Airport Security Screening Procedures	ST. MAARTEN	SEPT 15-18	SEPT 2, 2008
	(CK 3800) Hotel Housekeeping and Laundry Operations Supervision	ST. MAARTEN	SEPT 22-26	SEPT 2, 2008
	(CK 1800) Customer Service and Airport Security Screening Procedures	ST. MAARTEN	SEPT 22-25	SEPT 2, 2008
	(CK 1400) Human Resource Management for Private & Public Sector Corporations	USVI	SEPT 29-OCT 03	SEPT 16, 2008
OCT.	(CK 1200) Hotel and Hospitality Operations Supervision	USVI	SEPT 29-OCT 03	SEPT 16, 2008
	(CK 3800) Hotel Housekeeping and Laundry Operations Supervision	USVI	OCT 06-10	SEPT 16, 2008
	(CK 2009) Management Strategies & Techniques	USVI	OCT 06-09	SEPT 16, 2008
	(CK 3000) Risk Management Procedure & Techniques	FLORIDA	OCT 14-17	OCT 2, 2008
	(CK 1600) Sexual Harassment and Discrimination Compliance Procedures	ANTIGUA	OCT 20-22	OCT 8, 2008
	(CK 1600) Sexual Harassment and Discrimination Compliance Procedures	ANTIGUA	OCT 23-25	OCT 8, 2008
	(CK 5100) Performance Review Management	JAMAICA, KINGSTON	OCT 28-31	OCT 15, 2008
NOV.	(CK 3200) Crisis Management Procedure & Techniques	FLORIDA	NOV 04-07	OCT 21, 2008
	(CK 2000) Supervisory Management Techniques - Private & Public Sector Corp.	FLORIDA	NOV 10-13	OCT 21, 2008
	(CK 5200) Call Center Management and Supervision	FLORIDA	NOV 17-20	NOV 4, 2008
	(CK 4900) Fraud and Loss Prevention Supervision	ST. LUCIA	NOV 25-28	NOV 11, 2008
DEC.	(CK 4700) Business Continuity Planning Procedures and Supervision	FLORIDA	DEC 02-05	NOV 11, 2008
	(CK 1400) Human Resource Management - Private & Public Sector Corporations	FLORIDA	DEC 08-11	NOV 11, 2008
	(CK 600) Debt Collection Management - Managers & Supervisors	FLORIDA	DEC 15-18	DEC 2, 2008

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CK 500 - Credit and Collection Management for Managers and Supervisors - Consumer and Commercial Credit Topics



On-Site Or In-House Training Can Be Arranged

Topics To Be Covered

- ◆ DUTIES OF A CORPORATE CREDIT MANAGER
- ◆ DUTIES OF A COLLECTION MANAGER
- ◆ DUTIES AND RESPONSIBILITIES OF A CREDIT AND COLLECTION DEPARTMENT
- ◆ WAYS TO ESTABLISH A CREDIT AND COLLECTION DEPARTMENT
- ◆ WAYS TO ESTABLISH A CREDIT AND COLLECTION MANUAL (POLICIES AND PROCEDURES)
- ◆ WAYS TO CONTROL OVEREXTENSION OF CREDIT
- ◆ FUNCTIONS OF CREDIT AND COLLECTION SOFTWARE
- ◆ FORMULATING AN AUTOMATED CREDIT INFORMATION SYSTEM
- ◆ FORMULATION OF COMPUTERIZED ORDER PROCESSING CREDIT DECISIONS
- ◆ COLLECTION ACTIONS TO TAKE WITH AN NSF CHECKS
- ◆ USING THE CREDIT APPLICATION TO EDUCATE CUSTOMERS
- ◆ DESIGN OF AN APPROPRIATE CREDIT APPLICATION AND VERIFICATION OF CREDIT DATA
- ◆ HOW CREDIT BUREAUS OPERATE
- ◆ ANALYZING BUSINESS CREDIT APPLICATIONS
- ◆ REPOSSESSION PROCEDURES IN YOUR INDUSTRY
- ◆ WHEN AND HOW TO ENFORCE A DEBT IN COURT
- ◆ PROCESSING NEW ACCOUNTS EFFECTIVELY
- ◆ CREDIT CARD APPLICATION PROCEDURES
- ◆ FORMER EMPLOYEE LOAN COLLECTION
- ◆ THE FUNCTION OF A CREDIT COMMITTEE
- ◆ THE BASIC INFORMATION REQUESTED IN CREDIT APPLICATIONS
- ◆ MARKETING FACTORS AFFECTING CREDIT GRANTING
- ◆ HOW CREDIT LIMITS IMPACT ON CREDIT APPROVAL
- ◆ PURPOSE OF CREDIT SCORING
- ◆ CONSUMER CREDIT AND CREDIT BUREAUS
- ◆ HOW TO INVESTIGATE CREDIT CUSTOMERS
- ◆ LIENS VERSUS COLLATERAL
- ◆ EFFECTS OF COLLATERAL AFTER DEFAULT BY CUSTOMERS
- ◆ WAYS TO GET PAID FAST
- ◆ CREDIT POLICY VERSUS SALES VOLUME
- ◆ WAYS TO ANALYZE BILLING DISPUTES
- ◆ **Plus 82 Other Topics!**



Seminar Location and Hotel Accommodations

FLORIDA

DATES: AUG 4-7 (Registration Deadline on Page #2)

AMERISUITES HOTEL at PLANTATION

West Broward, FL

Phone (954) 370 - 2220 • Fax (954) 370-2272

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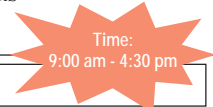
CK 600 - Debt Collection Management Strategies for Managers and Supervisors



On-Site Or In-House Training Can Be Arranged

Topics To Be Covered

- ◆ PERFORMANCE MANAGEMENT
- ◆ REDUCE OPERATING EXPENSES
- ◆ INCREASE REVENUE AND PROFITS
- ◆ INCREASE AND IMPROVE PRODUCTIVITY
- ◆ IMPROVE COLLECTORS' MORALE AND MOTIVATION
- ◆ REDUCE DELINQUENT ACCOUNTS
- ◆ CREATE INCENTIVE PLANS/STRATEGIES FOR COLLECTORS
- ◆ REDUCE CUSTOMER COMPLAINTS
- ◆ IMPROVE CUSTOMER SERVICE AND SATISFACTION
- ◆ LEARN ABOUT MAJOR COLLECTION HURDLES
- ◆ KEEPING TABS ON YOUR COLLECTION POLICIES & PROCEDURES
- ◆ PROGRESSIVE DISCIPLINE PROCEDURES
- ◆ LEARN ABOUT HUMAN RESOURCES MANAGEMENT
- ◆ DEALING WITH VARIOUS FRAUD ACCOUNTS OR TRANSACTIONS
- ◆ DEALING WITH DISPUTED ACCOUNTS
- ◆ THE IMPACT OF "CHARGE BACK" ON COLLECTIONS
- ◆ HANDLING NSF CHECKS
- ◆ PRODUCTIVITY REQUIREMENTS OF COLLECTION INDUSTRY
- ◆ PERFORMANCE REVIEWS
- ◆ WAYS TO IMPROVE PRODUCTIVITY AND EFFICIENCY
- ◆ GOAL SETTING STRATEGIES
- ◆ ESTABLISHING A COLLECTION DEPARTMENT
- ◆ SUPERVISORY TECHNIQUES
- ◆ DRAFTING OF JOB DESCRIPTIONS AND PERSONNEL SPECIFICATIONS TO ACHIEVE BENCHMARK OR TARGETS
- ◆ MOTIVATING AND EMPOWERING COLLECTORS THROUGH EFFECTIVE DEPARTMENT LAYOUT
- ◆ STARTING A COLLECTIONS LETTER
- ◆ STRUCTURING EFFECTIVE COLLECTIONS LETTERS
- ◆ THE ESSENCE OF VARIOUS COLLECTIONS LETTERS
- ◆ WHAT SHOULD BE MENTIONED IN COLLECTIONS LETTER
- ◆ LEARN HOW TO WRITE THE FOLLOWING LETTERS: FIRST REMINDERS, PAYMENT REQUESTS, DEMAND FOR PAYMENT, CORRECTING BILLING ERRORS, APPEAL FOR DISCUSSION, REFUSING AN APPLICATION CREDIT, CANCELING CREDIT AND MUCH MORE!
- ◆ DEALING WITH DIFFICULT PEOPLE
- ◆ WHAT OPENING STATEMENTS SHOULD BE INCLUDED IN COLLECTIONS LETTERS
- ◆ HOW TO GET THE MOST FROM A PAYMENT APPEAL LETTER
- ◆ HOW TO PERSONALIZE YOUR COLLECTIONS LETTERS FOR EXTRA PULLING POWER
- ◆ HOW TO WRITE MULTIPLE MISCELLANEOUS LETTERS
- ◆ **Plus 84 Other Topics!**



Seminar Location and Hotel Accommodations

KINGSTON, JAMAICA

DATES: JAN 14-17 (Registration Deadline on Page #1)

PEGASUS HOTEL

Phone (876) 926-3690 • Fax (876) 929-5855

FLORIDA

DATES: DEC 15-18 (Registration Deadline on Page #2)

AMERISUITES HOTEL at PLANTATION

West Broward, FL

Phone (954) 370 - 2220 • Fax (954) 370-2272



See Page 18 -- To Register For Courses
www.cohenandklein.com • **E-mail: collect@gate.net**

Phone: (954) 731-6340 • Fax: (954) 731-6606

CK 700 - Debt Collection Strategies and Techniques

for New and Experienced:

Debt Collectors, Compliance Officers and

Accounts Receivable Staff.

On-Site Or In-House Training Can Be Arranged

US \$1780.00
Tuition, Manuals
& Lunch

Some Topics To Be Covered

- ◆ THE STEPS OF A COLLECTION CALL
- ◆ WRITING EFFECTIVE DEBT COLLECTION LETTERS
- ◆ WHAT CREDIT DOES FOR CONSUMERS
- ◆ THE ROLE OF CREDIT AND COLLECTIONS
- ◆ THE MAIN CAUSES FOR DELINQUENCY
- ◆ THE IMPORTANCE OF GOOD TELEPHONE DELIVERY
- ◆ WAYS TO PREPARE YOURSELF FOR THE ACTUAL COLLECTIONS CALL
- ◆ WAYS TO CLOSE A COLLECTION CALL
- ◆ WAYS HOW TO ADD URGENCY TO YOUR TELEPHONE DEMANDS
- ◆ NEGOTIATION SKILLS FOR DEBT COLLECTORS
- ◆ WAYS TO PREPARE FOR NEGOTIATION AS A COLLECTOR
- ◆ WAYS COLLECTORS CAN MAKE CONCESSIONS WISELY
- ◆ COLLECTOR'S JOB DESCRIPTION
- ◆ PRODUCTIVITY REQUIREMENTS OF DEBT COLLECTORS
- ◆ WAYS TO IDENTIFY AND COLLECT FROM PROFESSIONAL DEBTORS
- ◆ WAYS TO MAKE EFFECTIVE PARTIAL PAYMENT ARRANGEMENTS
- ◆ EFFECTIVE CREDIT VETTING PROCEDURES
- ◆ YOUR ROLE IN ASSISTING THE COLLECTIONS DEPARTMENT
- ◆ WAYS TO CLOSE A COLLECTION CALL

- ◆ THE ROLE OF VARIOUS FRONT-END DEPARTMENTS
- ◆ THE NEED FOR PROPER CREDIT APPLICATION
- ◆ THE ROLE OF CUSTOMER SERVICE AND CUSTOMER SUPPORT DEPARTMENTS
- ◆ CREDIT APPLICATION PROCEDURES
- ◆ SALES APPLICATION PROCEDURES
- ◆ PROBLEM RESOLUTION TECHNIQUES
- ◆ IDENTIFYING NEGATIVE BODY LANGUAGE
- ◆ TECHNIQUES TO ENSURE CUSTOMER RETENTION
- ◆ WAYS TO WIN OVER A DIFFICULT CUSTOMERS OR DEBTORS
- ◆ WAYS DO ERRONEOUS INVOICES AFFECT COLLECTION
- ◆ WAYS TO DEVELOP EFFECTIVE SALES STRATEGIES
- ◆ SOME KEY POINTS FOR BECOMING A SUCCESSFUL DEBT COLLECTOR
- ◆ THE EFFECTIVENESS OF COLLECTING FACE-TO-FACE
- ◆ WAYS TEAM EFFORT CAN ENHANCE COLLECTIONS EFFORTS
- ◆ WAYS TO DISCOVER THE TRUE REASON FOR DELINQUENCY

◆ *Plus 69 Other Important Topics and Techniques!*

Different Seminars Location and Hotel Accommodations

Time:
9:00 am - 4:30 pm

FLORIDA • AMERISUITES HOTEL, PLANTATION • DATES: APRIL 8-11 PH: 954-370-2220 FAX 954-370-2272
 KINGSTON, JAMAICA • PEGASUS HOTEL • DATES: JAN 8-11 • PH:876-926-3690 FAX:876-929-5855
 ST. MAARTEN • SONESTA GREAT BAY BEACH RESORT, PHILIPSBURG • DATES: AUG 11-14 • PH 599-542-2446/7 • FAX 599-542-3008
 ST. LUCIA • BAY GARDENS INN, RODNEY BAY, CASTRIES • DATES: MAY 13-16 • PH 758-452-8060 • FAX 758-452-8059
 (Registration Deadline on Page #1)

CK 800 - Customer Services, Marketing and Sales Techniques

for Sales, Marketing, Customer Service and all Front-Line Staff

On-Site Or In-House Training Can Be Arranged

Topics To Be Covered

US \$1285.00
Tuition, Manuals
& Lunch

- ◆ IMPROVE SALES AND MARKETING TECHNIQUES!
- ◆ KEEPING CUSTOMERS IS A CONTINUOUS PROCESS!
- ◆ WHAT DO YOU DO BETTER THAN YOUR COMPETITORS?
- ◆ WHAT ARE YOUR SALES PRACTICES?
- ◆ HOW TO HANDLE DIFFICULT CUSTOMERS
- ◆ MAKE A GREAT FIRST IMPRESSION
- ◆ BUILD AND MAINTAIN A POSITIVE ATTITUDE
- ◆ REMEMBER AND USE CUSTOMER NAMES
- ◆ TURN IRATE CUSTOMERS INTO THE BEST CUSTOMERS
- ◆ TURN TOUGH SITUATIONS INTO SALES OPPORTUNITIES
- ◆ DELIVER EXCEPTIONAL CUSTOMER SERVICE
- ◆ OUT SERVICE YOUR COMPETITORS
- ◆ MAKE YOUR CUSTOMERS FEEL IMPORTANT AND APPRECIATED
- ◆ REMAIN CALM IN THE MOST DEMANDING SITUATIONS
- ◆ WIN OVER ANGRY AND ABUSING CUSTOMERS
- ◆ LEARN TO SEE HOW YOUR CUSTOMERS SEE YOU
- ◆ ACHIEVE COMPANY GOALS AND KEEP CUSTOMER GOODWILL

- ◆ WAYS TO PERSONALIZE YOUR SERVICE
- ◆ UNDERSTAND CUSTOMERS WHO COMMUNICATE POORLY
- ◆ GAIN THE CUSTOMER'S SUPPORT FOR UNPOPULAR POLICIES
- ◆ HOW TO USE TEAMWORK AS A POWERFUL FORCE
- ◆ WAYS TO IMPROVE COOPERATION BETWEEN DEPARTMENTS
- ◆ HOW TO AVOID MAKING BAD TELEPHONE IMPRESSION
- ◆ EFFECTIVE HANDLING OF RUDE OR ABUSIVE CALLERS
- ◆ TECHNIQUES FOR BUILDING CUSTOMER LOYALTY
- ◆ HOW TO KEEP YOUR COOL IN THE TOUGHEST SITUATIONS
- ◆ PRESENTATION SKILLS THAT ENHANCE YOUR CREDIBILITY
- ◆ SALES AND CREDIT APPLICATION PROCEDURES
- ◆ FEATURES OF A CUSTOMER FOCUSED COMPANY
- ◆ WAYS TO ENSURE CUSTOMER RETENTION
- ◆ ANSWERING THE PHONE EFFECTIVELY
- ◆ HOW TO PUT CUSTOMERS ON HOLD
- ◆ EXAMPLES OF PROPER CALL TRANSFER
- ◆ *Plus 76 Other Topics!*

Time:
9:00 am - 4:30 pm

Different Seminar Locations and Hotel Accommodations

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ST. MAARTEN • SONESTA GREAT BAY BEACH RESORT, PHILIPSBURG • DATES: AUG 18-21 • PH 599-542-2446/7 • FAX 599-542-3008
 ST. KITTS • OCEAN TERRACE INN • DATES: FEB 4-7 • PH 869-465-2754 • FAX 869-465-1057
 GRENADA • GRENADIAN REX RESORTS, ST. GEORGES • DATES: MARCH 17-20 • PH 473-444-3333 • FAX 473-444-1111
 ST. LUCIA • BAY GARDENS INN, RODNEY BAY, CASTRIES • DATES: JULY 22-25 • PH 758-452-8060 • FAX 758-452-8059
 U.S.V.I. • HOLIDAY INN, ST. THOMAS • DATES: AUG 25-28 • PH: 340-774-5200 • FAX 340-774-1231

(Registration Deadline on Page #1 to #2)

Phone: (954) 731-6340 • Fax: (954) 731-6606

CK 1000 - Marketing and Public Relations Management Hotel, Hospitality and Tourism Sectors - For Managers & Supervisors



On-Site Or In-House Training Can Be Arranged

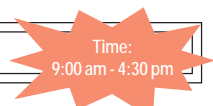
Topics To Be Covered

- ◆ TECHNIQUES TO ASSESS CUSTOMER SATISFACTION
- ◆ DEVELOPING A MARKETING PLAN
- ◆ ADVANTAGES OF MARKET PLANNING
- ◆ PRODUCT DEVELOPMENT STRATEGY
- ◆ SALES FORECASTING TECHNIQUES
- ◆ MARKETING INFORMATION SYSTEM
- ◆ DATA COLLECTION METHODS
- ◆ STRATEGIES FOR NEW PRODUCT DEVELOPMENT
- ◆ TOUR WHOLESALERS AND OPERATORS
- ◆ RELATIONS WITH AN ADVERTISING AGENCY
- ◆ TYPES OF ADVERTISING AGENCIES
- ◆ DEVELOPING MEDIA PLANS
- ◆ DEVELOPING MEDIA STRATEGIES
- ◆ TECHNIQUE FOR SUCCESSFUL PRINT ADVERTISING
- ◆ TECHNIQUES FOR SUCCESSFUL RADIO ADVERTISING
- ◆ TELEVISION ADVERTISING
- ◆ CREATING EFFECTIVE BROCHURES
- ◆ MANAGING SUCCESSFUL PROMOTIONS

- ◆ THE STEPS TO A SUCCESSFUL PROMOTION
- ◆ SEGMENTING AND TARGETING MARKETS
- ◆ DEMOGRAPHIC SEGMENTATION
- ◆ PSYCHOGRAPHIC SEGMENTATION
- ◆ THE CORPORATE MISSION: BUSINESS PURPOSE
- ◆ HOW TO TELL WHEN PR IS THE MISSING INGREDIENT
- ◆ HOW TO WRITE A PRESS RELEASE THAT GETS PICKED UP BY MEDIA
- ◆ DRIVING TRAFFIC TO YOUR WEB SITE
- ◆ MARKETING MANAGEMENT
- ◆ ADVERTISING AND SALES PROMOTION ANALYSIS
- ◆ STRATEGIC MARKETING PLANNING PROCESS
- ◆ OUTBOUND TELEMARKETING
- ◆ DIRECT MARKETING ON THE WEB
- ◆ EFFECTIVE DIRECT E-MAIL ADVERTISING TIPS
- ◆ INTERNATIONAL ADVERTISING AND MARKETING AGENCIES
- ◆ WAYS TO MEASURE THE SUCCESS OF MARKETING EFFORTS

Plus Several Other Topics!

Seminar Location and Hotel Accommodations



MONTEGO BAY, JAMAICA

DATES: MARCH 25-28

HOLIDAY INN, ROSE HALL at JAMAICA

Phone (876) 953-2485 • Fax (976) 953-2840

(Registration Deadline on Page #1)

AIRLINE TICKETS • ON LINE
www.cohenandklein.com

AIRLINE TICKETS • ON LINE
www.cohenandklein.com

CK 1100 - Marketing and Public Relation Techniques for Public and Private Sector Corporations - For Managers and Supervisors



On-Site Or In-House Training Can Be Arranged

Topics To Be Covered

- ◆ COST EFFECTIVENESS SHOULD BE YOUR FIRST CHOICE IN MARKETING!
- ◆ MARKET RESEARCH INFORMATION CAN BE YOUR COMPETITIVE ADVANTAGE!
- ◆ IS YOUR MARKET SHARE GROWING, SHRINKING OR STABLE?
- ◆ WHAT DO YOU DO BETTER THAN YOUR COMPETITORS?
- ◆ MARKETING GOALS MUST BE CLEAR, MEASURABLE AND EASY TO COMMUNICATE!
- ◆ PROFITING FROM THE FOUR PS OF MARKETING
- ◆ SECRETS OF SALES AND MARKETING SUCCESS
- ◆ EFFECTIVE USE OF TESTIMONIALS
- ◆ GETTING TO KNOW YOUR CUSTOMERS
- ◆ WAYS TO GENERATE GREAT PUBLICITY
- ◆ PLANNING AND BUDGETING ADVERTISEMENT CAMPAIGNS
- ◆ PERFORMING A CUSTOMER SERVICE AUDIT
- ◆ GOOD VERSUS BAD PRESS RELEASE
- ◆ BROCHURES AND CATALOGS DESIGN CONSIDERATIONS
- ◆ HARNESSING THE POWER AND ELEMENTS OF NEWSLETTERS

- ◆ WEB MARKETING TECHNIQUES
- ◆ A BEHAVIORAL APPROACH TO WEB DESIGN AND PROMOTION
- ◆ LABELING AND PACKAGING TECHNIQUES
- ◆ WAYS TO IDENTIFY POTENTIAL INTERNATIONAL CUSTOMERS
- ◆ WAYS TO REDUCE INTERNATIONAL MARKETING COST
- ◆ ANALYZING COMPETITOR'S STRENGTH AND WEAKNESSES
- ◆ WAYS TO SELECT THE BEST COUNTRY FOR YOUR PRODUCTS AND SERVICES
- ◆ PROMOTIONAL STRATEGIES AND TRADE SHOWS
- ◆ WAYS TO ADDRESS MARKETING BUDGET CONSTRAINTS
- ◆ IDENTIFYING AND PROFILING DESIRED CUSTOMER BEHAVIOR
- ◆ MASTERING THE SALES PROCESS
- ◆ PERFORMING A CUSTOMER SERVICE AUDIT
- ◆ WAYS TO WRITE A MARKETING PLAN
- ◆ HARNESSING THE POWER OF NEWSLETTERS
- ◆ PRODUCT CONSIDERATIONS ASSOCIATED WITH EXPORT
- ◆ *Plus 84 Other Topics!*

Seminar Location and Hotel Accommodations



FLORIDA

DATES: JULY 1-4

AMERISUITES HOTEL at PLANTATION

West Broward, FL

Phone (954) 370 - 2220 • Fax (954) 370-2272

(Registration Deadline on Page #2)

HOTELS • TRAVEL • ON LINE
www.cohenandklein.com

AIRLINE TICKETS • ON LINE
www.cohenandklein.com



See Page 18 -- To Register For Courses
www.cohenandklein.com • E-mail: collect@gate.net

Phone: (954) 731-6340 • Fax: (954) 731-6606

CK 1200 - Hotel and Hospitality Operations and Supervision

On-Site Or In-House Training Can Be Arranged

- ◆ LOSS PREVENTION AND SECURITY
- ◆ TIME-SHARE DEVELOPMENT
- ◆ MANAGEMENT OF A VACATION RESORT
- ◆ TIME-SHARE MANAGEMENT STRUCTURE
- ◆ THE MANAGER'S ROLE IN THE HOSPITALITY INDUSTRY
- ◆ POLARIZATION IN HOSPITALITY SERVICE ORGANIZATIONS
- ◆ THE IMPACT OF LABOR SCARCITY
- ◆ THE VARIED FIELD OF FOOD SERVICE
- ◆ CONTROL AND INFORMATION SYSTEMS
- ◆ FOOD SERVICE ADVERTISING AND DIVERSITY
- ◆ TRENDS IN HEALTH CARE FOOD SERVICE
- ◆ LODGING: MEETING GUEST NEEDS
- ◆ THE EXTENDED-STAY CUSTOMER: PURPOSE OF TRAVEL
- ◆ HOTEL AND MOTEL OPERATIONS
- ◆ AUTOMATION OF THE FRONT OFFICE
- ◆ A SCHEMATIC VIEW OF THE NIGHT AUDIT PROCESS
- ◆ MANAGERIAL PROBLEMS IN SECURITY
- ◆ HOUSEKEEPING
- ◆ FOOD AND BEVERAGE DEPARTMENT
- ◆ STAFF AND SUPPORT DEPARTMENTS

Topics To Be Covered

- ◆ THE ECONOMICS OF THE HOTEL BUSINESS
- ◆ COMPETITION IN THE LODGING BUSINESS
- ◆ THE MARKETING MIX IN LODGING
- ◆ TRAVEL, TOURISM, AND THE HOSPITALITY INDUSTRY
- ◆ MASS MARKET TOURISM
- ◆ THE ROLE OF SERVICE IN THE HOSPITALITY INDUSTRY
- ◆ MAKING THE EMPLOYEE THE PRODUCT
- ◆ THE PHILOSOPHY OF HOSPITALITY EDUCATION
- ◆ HOSPITALITY AS AN OCCUPATION
- ◆ WHAT MAKES HOSPITALITY DIFFERENT
- ◆ OBJECTIVES OF AN INTERNSHIP PROGRAM
- ◆ DIMENSIONS OF THE HOSPITALITY INDUSTRY
- ◆ SCOPE OF THE HOSPITALITY INDUSTRY
- ◆ SPECIAL CHARACTERISTICS OF HOSPITALITY MANAGEMENT
- ◆ CAREER OPPORTUNITIES IN THE HOSPITALITY INDUSTRY
- ◆ VISITOR ATTRACTIONS AND TOURIST ATTRACTIONS
- ◆ ATTRACTIONS AND DESTINATIONS
- ◆ FOOD AND BEVERAGE DEPARTMENT
- ◆ THE HIERARCHY OF ATTRACTION MARKETS
- ◆ **Plus Several Other Topics!**

US \$1375.00
Tuition, Manuals

Seminar Location and Hotel Accommodations

Time:
5:00 pm - 9:00 pm

ST. MAARTEN

DATES: SEPT 15 - 19

SONESTA GREAT BAY BEACH RESORT

PHILIPSBURG

Phone (599) 542-2446/7 • Fax (599) 542-3008

EVENING COURSES

5:00 pm - 9:00 pm

U.S. VIRGIN ISLANDS

DATES: SEP 29 - OCT 3

HOLIDAY INN, ST. THOMAS

PH: (340) 774-5200 FAX (340) 774-1231

AIRLINE TICKETS • ON LINE

www.cohenandklein.com

(Registration Deadline on Page #2)

HOTELS • TRAVEL • ON LINE

www.cohenandklein.com

CK 1400 - Human Resources Management for Private and Public Sector Corporations

On-Site Or In-House Training Can Be Arranged

- ◆ THE HUMAN RESOURCES FUNCTIONS
- ◆ INDUSTRIAL RELATIONSHIP TECHNIQUES
- ◆ PERSONNEL FILE CONFIDENTIALITY
- ◆ COLLECTIVE BARGAINING TECHNIQUES
- ◆ STAFFING THE HUMAN RESOURCES DEPARTMENT
- ◆ IMPORTANT QUALITIES FOR SUCCESSFUL HUMAN RESOURCE MANAGERS
- ◆ COMPENSATION SURVEYS, SALARY GUIDELINES AND JOB DESCRIPTION
- ◆ THE IMPORTANCE OF JOB DESCRIPTION, PERSONNEL SPECIFICATION AND PERFORMANCE APPRAISAL
- ◆ WAGE AND SALARY ADMINISTRATION – JOB ANALYSIS AND EVALUATION
- ◆ EFFECTIVE RECRUITMENT AND SELECTION PROCESS
- ◆ THE EMPLOYMENT APPLICATION PROCESS
- ◆ VARIOUS EMPLOYMENT TESTING
- ◆ SOME POPULAR EMPLOYEE BENEFITS
- ◆ SEVERANCE PAY PROGRAMS
- ◆ VARIOUS REWARDS AND INCENTIVES
- ◆ LEGAL ALTERNATIVES TO EXCESSIVE OVERTIME

Topics To Be Covered

- ◆ HUMAN RESOURCES DEPARTMENT AUDIT
- ◆ PERSONNEL POLICIES AND MANUALS
- ◆ HUMAN RESOURCES AND THE INTERNET
- ◆ LEGAL ASPECTS OF HUMAN RESOURCES
- ◆ HIRING AND FIRING LEGALLY AND EFFECTIVELY
- ◆ WAYS TO LIMIT YOUR LEGAL EXPOSURE
- ◆ HEALTH, SAFETY, AND WELFARE ISSUES
- ◆ DEALING WITH DRUGS, ALCOHOL, AND TOBACCO ABUSE
- ◆ GUIDELINES FOR FIRING EMPLOYEES – LAWFUL REASONS FOR FIRING
- ◆ LABOR RELATIONSHIP – KEEPING THE PEACE
- ◆ HUMAN RESOURCES SOFTWARE – FEATURES AND FUNCTIONS
- ◆ EMPLOYMENT CONTRACTS
- ◆ JOB EVALUATION AND PAY GRADING
- ◆ CREATING THE RIGHT BENEFIT PACKAGE
- ◆ IDENTIFYING TRAINING NEEDS – NEED ASSESSMENT
- ◆ CREATING A LEARNING ENVIRONMENT AT THE WORK PLACE
- ◆ **Plus 83 Other Topics!**

US \$1780.00
Tuition, Manuals
& Lunch

Seminar Location and Hotel Accommodations

Time:
9:00 am - 4:30 pm

ST. KITTS

DATES: MARCH 3-6

OCEAN TERRACE INN

PH: (869) 465-2754 FAX (869) 465-1057

FLORIDA

DATES: DEC 8-11

AMERISUITES HOTEL at PLANTATION

West Broward, FL

Phone (954) 370 - 2220 • Fax (954) 370-2272

U.S. VIRGIN ISLANDS

DATES: SEP 30 - OCT 3

HOLIDAY INN, ST. THOMAS

PH: (340) 774-5200 FAX (340) 774-1231

(Registration Deadline on Page #1 to #2)

See Page 18 -- To Register For Courses

www.cohenandklein.com • E-mail: collect@gate.net

CK 1600 - Sexual Harassment and Discrimination Compliance Procedures For Managers & Supervisors



On-Site Or In-House Training Can Be Arranged

Topics To Be Covered

- ◆ WHY IS SEXUAL HARASSMENT A WORKPLACE ISSUE
- ◆ SEXUAL HARASSMENT & THE DIVERSITY OF THE WORKPLACE
- ◆ ABUSE OF POWER & SEXUAL HARASSMENT
- ◆ KEEP PERSONAL & BUSINESS RELATIONSHIPS SEPARATE
- ◆ THE REASONABLE PERSON STANDARD PRECAUTION
- ◆ HOW TO AVOID VISUAL ENVIRONMENTAL SEXUAL HARASSMENT
- ◆ TRAINING IS CRITICAL TO PREVENTING SEXUAL HARASSMENT
- ◆ INVESTIGATING SEXUAL HARASSMENT EFFECTIVELY
- ◆ UNSUBSTANTIATED COMPLAINTS
- ◆ CONDUCTING YOUR INVESTIGATION
- ◆ EVALUATING THE COMPLAINT EFFECTIVELY
- ◆ WHERE SHOULD YOU CONDUCT YOUR INTERVIEWS?
- ◆ INTERVIEWING WITNESSES
- ◆ DEFINING YOUR OWN CULTURE
- ◆ CULTURAL DIVERSITY AT WORK
- ◆ ALTERNATIVES TO FIRING
- ◆ DIVERSITY TRAINING: IS IT NECESSARY AND DOES IT WORK?
- ◆ SAME-SEX HARASSMENT VS. SEXUAL PREFERENCE
- ◆ POLICIES ON DATING CLIENTS AND VENDORS
- ◆ AVOID DISCRIMINATION CLAIMS WHEN INTERVIEWING JOB CANDIDATES
- ◆ ANSWER EMPLOYEE QUESTIONS WITHOUT MAKING A LEGAL MISTAKE
- ◆ GETTING UP-TO-DATE ON CURRENT LAWS THAT AFFECT HR
- ◆ WRITING LEGALLY SOUND POLICIES, PROCEDURES AND EMPLOYEE HANDBOOKS
- ◆ HOW TO MINIMIZE YOUR EXPOSURE TO LEGAL LIABILITY IN ALL YOUR WRITTEN COMMUNICATION
- ◆ *Plus Several Other Topics!*

Seminar Location and Hotel Accommodations



ANTIGUA

DATES: OCT 20-22 or OCT 23-25

CITY VIEW HOTEL • ST. JOHN'S

PH: (268) 562-0256/7/8/9

FAX (268) 562-0242

(Registration Deadline on Page #2)

HOTELS • TRAVEL • ON LINE
www.cohenandklein.com

AIRLINE TICKETS • ON LINE
www.cohenandklein.com

CK 1800 -Customer Service and Airport Security Screening Procedures For All Airport Front Line Staff



On-Site Or In-House Training Can Be Arranged

Topics To Be Covered

- ◆ CUSTOMER SERVICE PROCEDURES
- ◆ DEALING WITH DIFFICULT CUSTOMERS
- ◆ AIRPORT AND SEA PORT SECURITY PROCEDURES
- ◆ KEEN MONITORING AND OBSERVATION OF MOST PASSENGERS
- ◆ X-RAY SECURITY SCREENING AND PHOTOGRAPHIC FILM
- ◆ THE AVIATION SECURITY PROGRAM DESIGNED BY ICAO STANDS
- ◆ INTEGRATED SCREENING SYSTEMS
- ◆ METALLIC WEAPONS DETECTION
- ◆ THE ROLE OF ICAO IN THE FIELD OF AVIATION SECURITY
- ◆ THE AVIATION SECURITY PROGRAM DESIGNED BY ICAO STANDS
- ◆ THE FEDERAL AVIATION ADMINISTRATION (FAA)
- ◆ OPERATION OF PASSENGER SCREENING SYSTEMS
- ◆ PASSENGER SCREENING TECHNOLOGIES
- ◆ PASSENGER-PROFILING SYSTEM
- ◆ SCREENING SYSTEMS & PROCEDURES
- ◆ IMAGING TECHNOLOGIES
- ◆ LINKS BETWEEN PASSENGER INCONVENIENCE & LEVEL OF THREAT
- ◆ TECHNOLOGIES TO ADDRESS FUTURE PASSENGER SCREENING REQUIREMENTS
- ◆ ROLE OF OPERATORS IN PASSENGER SCREENING
- ◆ OPERATION OF PASSENGER SCREENING SYSTEMS
- ◆ KEY ISSUES IN AIRLINE SECURITY
- ◆ TRACE-DETECTION TECHNOLOGIES
- ◆ AVOIDING SEXUAL HARASSMENT AND DISCRIMINATION CLAIMS
- ◆ DIPLOMACY - THE KEY TO COMMUNICATING SUCCESSFULLY WITH ALL TYPES OF PEOPLE IN ALL TYPES OF TOUGH SITUATIONS

Seminar Location and Hotel Accommodations



ST. MAARTEN

DATES: SEPT 15-18 or SEP 22-25

SONESTA GREAT BAY BEACH RESORT

PHILIPSBURG

Phone (599) 542-2446/7 • Fax (599) 542-3008

(Registration Deadline on Page #2)

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www.cohenandklein.com



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www.cohenandklein.com • E-mail: collect@gate.net

Phone: (954) 731-6340 • Fax: (954) 731-6606

CK 2000 - Supervisory Management Techniques for Managers and Supervisors



Topics To Be Covered

On-Site Or In-House Training Can Be Arranged

- ◆ VISION/ MISSION OF ORGANIZATIONS
- ◆ GOALS & DIRECTION OF ORGANIZATIONS
- ◆ JOB DESCRIPTION: PERSONNEL SPECIFICATION
- ◆ PERFORMANCE REVIEWS
- ◆ DOCUMENTING EMPLOYEE DISCIPLINE
- ◆ THE INCIDENT DIARY
- ◆ DISCIPLINARY PROCEDURES
- ◆ PROGRESSIVE DISCIPLINE: TERMINATION PROCEDURES
- ◆ RECRUITMENT & SELECTION
- ◆ PERSONNEL FILES & RECORD KEEPING
- ◆ INCIDENT REPORTS
- ◆ THE ADMINISTRATIVE SKILLS OF SUPERVISORY MANAGEMENT
- ◆ THE SOFT SKILLS OF SUPERVISORY MANAGEMENT
- ◆ HEALTH & SAFETY POLICIES & PROCEDURES
- ◆ EMERGENCY & DISASTER PREPAREDNESS
- ◆ TERMINATION POLICIES & PROCEDURES
- ◆ UNDERSTANDING & INTERPRETING COLLECTIVE
- ◆ BARGAINING PROCEDURES
- ◆ EFFECTIVE COMMUNICATION
- ◆ STAFF MEETING TECHNIQUES
- ◆ REWARDS / RECOGNITION / INCENTIVES
- ◆ MOTIVATION / EMPOWERMENT
- ◆ DEALING WITH DIFFICULT STAFF/PEOPLE
- ◆ IMPLEMENTATION OF WORK DELEGATION
- ◆ COACHING & MENTORING TECHNIQUES
- ◆ SUCCESSION PLAN STRATEGIES
- ◆ IMPLEMENTATION OF TEAM EFFORT
- ◆ TIME MANAGEMENT TECHNIQUES
- ◆ EXTERNAL RECRUITMENT / INTERNAL RECRUITMENT
- ◆ DISCRIMINATION & SEXUAL HARASSMENT ISSUES
- ◆ DEALING WITH STAFF INTERNAL CONFIDENTIAL MATTERS
- ◆ NEW EMPLOYEE ORIENTATION PROGRAM
- ◆ EMPLOYEE ASSISTANCE PROGRAM
- ◆ DEALING WITH BURN-OUT & FATIGUE EMPLOYEES
- ◆ **PLUS 48 OTHER TOPICS!**



Different Seminar Locations and Hotel Accommodations

FLORIDA • AMERISUITES HOTEL, PLANTATION • DATES: NOV 10-13 PH: 954-370-2220 FAX 954-370-2272
ST. KITTS • OCEAN TERRACE INN • DATES: JAN 28-31 • PH 869-465-2754 • FAX 869-465-1057
ST. LUCIA • BAY GARDENS INN, RODNEY BAY, CASTRIES • DATES: MAY 19-22 • PH 758-452-8060 • FAX 758-452-8059
U.S.V.I. • HOLIDAY INN, ST. THOMAS • DATES: SEP 1-4 • PH: 340-774-5200 • FAX 340-774-1231
DOMINICA • FORT YOUNG HOTEL • PHILIPSBURG • DATES: JULY 14-17 • PH: 767-448-5000 • FAX 767-448-5006
GRENADA • GRENADIAN REX RESORTS, ST. GEORGES • DATES: MARCH 11-14 • PH 473-444-3333 • FAX 473-444-1111

CK 2007 - Training Design and Presentation Delivery for Training Managers, Human Resource Managers and Training Facilitators



(Train-the-Trainer)

On-Site Or In-House Training Can Be Arranged

Topics To Be Covered

- ◆ A SYSTEMATIC APPROACH TO TRAINING PROGRAMS
- ◆ TEN RECOGNIZED PRINCIPLES OF ADULT LEARNING
- ◆ DETERMINING TRAINING NEEDS AND SETTING OBJECTIVES
- ◆ TRAINING AND DEVELOPMENT TECHNIQUES
- ◆ PLANNING AND IMPLEMENTING INTERNAL CLASSROOM TRAINING
- ◆ SUBJECTS TO BE CONSIDERED FOR AN INTERNAL TRAINING PROGRAM
- ◆ DETERMINING CLASSROOM TECHNIQUES AND AIDS
- ◆ EVALUATING INTERNAL CLASSROOM TRAINING
- ◆ WAY TO MAKE TRAINING PRESENTATIONS WITH CONFIDENCE
- ◆ CREATING A LONG-LASTING, POWERFUL AND DYNAMIC TRAINING
- ◆ DEVELOP AND IMPLEMENT A NEW EMPLOYEE ORIENTATION TRAINING
- ◆ ASSERTIVENESS SKILLS FOR TRAINERS AND FACILITATORS
- ◆ MAKING A STRONG AND POSITIVE IMPACT ON YOUR AUDIENCE
- ◆ EFFECTIVELY SELLING YOURSELF AND YOUR IDEAS DURING TRAINING
- ◆ DEALING WITH DIFFICULT PEOPLE AND NEGATIVE SITUATIONS DURING TRAINING
- ◆ WAY TO STRUCTURE YOUR PRESENTATION
- ◆ MASTERING PRESENTATION DELIVERY: VISUAL AID, AUDIO, VIDEOS, QUESTION AND ANSWER SESSIONS, POWERPOINT AND TECHNICAL SETUP
- ◆ ESSENTIALS OF PREPARATION AND PRACTICE
- ◆ REQUIREMENTS OF AN EFFECTIVE TRAINER OR FACILITATOR
- ◆ WAYS TO SPEAK WITHOUT FEAR AND HOW TO CONTROL ANXIETY
- ◆ EFFECTIVE COMMUNICATION SKILLS FOR TRAINERS OR FACILITATORS
- ◆ THE EFFECTIVE WAYS TO START AND END A PRESENTATION
- ◆ THE ART OF PUBLIC SPEAKING
- ◆ WAYS TO EVALUATE THE EFFECTIVENESS OF PRESENTATIONS
- ◆ NEED ANALYSIS PROCEDURES TO DETERMINING TRAINING REQUIREMENTS AND SCOPE
- ◆ IDENTIFYING TRAINING REPROS AND OBJECTIVES
- ◆ VARIOUS TYPES OF TRAINING METHODS, QUIZZES, AND TEST EVALUATIONS
- ◆ TRAINING NEED ANALYSIS
- ◆ EXPLORING VARIOUS PRESENTATION METHODS
- ◆ **Plus 98 Other Topics!**



Seminar Location and Hotel Accommodations

FLORIDA
DATES: APRIL 1-4 or SEP 09-12
AMERISUITES HOTEL at PLANTATION
 West Broward, FL
 Phone (954) 370 - 2220 • Fax (954) 370-2272

ANTIGUA
DATES: JAN 21-24
CITY VIEW HOTEL • ST. JOHN'S
 PH: (268) 562-0256/7/8/9
 FAX (268) 562-0242

(Registration Deadline on Page #1 to #2)

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Phone: (954) 731-6340 • Fax: (954) 731-6606

CK 2009 - Management Strategies and Techniques for Managers and Supervisors



On-Site Or In-House Training Can Be Arranged

Topics To Be Covered

- ◆ DELEGATE RESPONSIBILITY, AUTHORITY AND ACCOUNTABILITY
- ◆ DEVELOP A COACHING AGENDA THAT INSURES PRODUCTIVE MEETINGS
- ◆ COMMUNICATION SKILLS FOR MANAGERS
- ◆ GIVE CLEAR DIRECTION – WITHOUT SOUNDING LIKE A DICTATOR
- ◆ THE FOUR STEPS TO TAKE WHEN COMMUNICATING WITH ANY DIFFICULT PERSON
- ◆ CONFLICT MANAGEMENT AND CONFRONTATIONAL SKILLS
- ◆ DELEGATION SKILLS THAT WILL HELP YOU ACCOMPLISH MORE IN LESS TIME
- ◆ REWARDS AND INCENTIVES THAT INCREASE MORALE
- ◆ HOW TO OVERCOME NEGATIVITY AND RESISTANCE
- ◆ MAKING THE TRANSFORMATION FROM MANAGER TO LEADER
- ◆ HOW TO INSPIRE PEOPLE TO GO THE EXTRA MILE
- ◆ HOW TO BRING PEOPLE TOGETHER AND BUILD TEAM SPIRIT
- ◆ HOW TO GIVE FEEDBACK THAT HELPS YOUR WORKERS ACCEPT THEIR SHORTCOMINGS AND GO ON TO DO THEIR VERY BEST
- ◆ HOW TO MAKE SURE YOUR TEAM HAS A PROFITABILITY MINDSET
- ◆ THE IMPORTANCE OF TAKING CORRECTIVE RATHER THAN PUNITIVE ACTION
- ◆ THE IMPORTANT DIFFERENCES BETWEEN A MANAGER AND A LEADER
- ◆ ANALYZING VARIOUS COMMUNICATION STYLES AND RECOGNIZING YOUR OWN
- ◆ TIPS FOR COMMUNICATING EFFECTIVELY WITH THOSE WHOSE STYLE DIFFERS FROM YOURS
- ◆ ALLOCATE RESOURCES TO MAXIMIZE COMPETENCIES AND CAPABILITIES
- ◆ DESIGN APPROPRIATE PERFORMANCE MEASUREMENT AND SYSTEMS
- ◆ USE INNOVATION TO ENHANCE PROFITABILITY
- ◆ PREPARING YOURSELF TO CONFRONT A PROBLEM EMPLOYEE
- ◆ HOW TO SET REALISTIC, CLEAR PERFORMANCE STANDARDS
- ◆ IDENTIFY YOUR OWN LEADERSHIP STYLE
- ◆ DEVELOP STRATEGIES THAT MAKE THINGS HAPPEN
- ◆ LEAD A WINNING TEAM, DEPARTMENT OR ORGANIZATION
- ◆ HOW TO MOTIVATE EMPLOYEES TO GIVE 110%
- ◆ **Plus 94 Other Topics!**



Seminar Locations and Hotel Accommodations

ST. MAARTEN

DATES: JULY 28-31

HOLLAND HOUSE BEACH HOTEL

PHILIPSBURG

Phone (599) 542-2572 • Fax (599) 542-4673

U.S. VIRGIN ISLANDS

DATES: OCT 6-9

HOLIDAY INN, ST. THOMAS

PH: (340) 774-5200 FAX (340) 774-1231

(Registration Deadline on Page #1 to #2)

CK 2100 - Project Management, Time Management, and Goal Setting Strategies for Managers and Supervisors



On-Site Or In-House Training Can Be Arranged

Topics To Be Covered

- ◆ EFFECTIVELY COMMUNICATE PROJECT GOALS, ASSIGNMENTS, PLANS, AND PROGRESS
- ◆ FACILITATE GROUP INVOLVEMENT IN PROBLEM SOLVING, DECISION MAKING, AND PLANNING
- ◆ BUILD TEAMS THAT ARE COMMITTED TO PROJECT SUCCESS
- ◆ DEVELOP A COMMON PROJECT MANAGEMENT LANGUAGE WITHIN YOUR ORGANIZATION
- ◆ UP-TO-DATE PROJECT MANAGEMENT TIPS AND TECHNIQUES
- ◆ DELIVER PROJECTS THAT ARE COMPLETE, ON TIME, WITHIN BUDGET, AND ACHIEVE DESIRED RESULTS
- ◆ DEVELOP PROJECT OBJECTIVES AND A WORK BREAKDOWN STRUCTURE, ESTABLISH PROJECT RESOURCE REQUIREMENTS
- ◆ ASSESS EACH PROJECT SITUATION, DETERMINE ACTIONS TO TAKE, AND MAKE MODIFICATIONS ACCORDINGLY.
- ◆ IDENTIFY POTENTIAL OPPORTUNITIES AND HOW TO TAKE ADVANTAGE OF THEM
- ◆ PERFORMANCE REVIEW OF VARIOUS PROJECTS
- ◆ LEARN HOW TO AVOID COMMON PROJECT START-UP PROBLEMS
- ◆ PERFORMANCE MANAGEMENT
- ◆ PROGRESSIVE DISCIPLINE PROCEDURES
- ◆ DOCUMENTING DISCIPLINE
- ◆ VARIOUS REWARDS AND INCENTIVES
- ◆ WAYS TO IMPROVE PRODUCTIVITY AND EFFICIENCY
- ◆ HOW TO BALANCE PRIORITIES AND MANAGE MULTIPLE PROJECTS
- ◆ MANAGING TIME – HOW TO WORK WITH, NOT AGAINST, THE CLOCK
- ◆ HOW TO DEFINE AND THEN MASTER THE TASKS, BEHAVIORS, AND ACTIVITIES REQUIRED TO REACH A GOAL.
- ◆ END PROCRASTINATION, PERFECTIONISM, AND OTHER TIME TRAPS – FOREVER!
- ◆ ELIMINATE MISSED DEADLINES BY ACCURATELY ESTIMATING HOW LONG TASKS WILL REALLY TAKE
- ◆ HOW TO IDENTIFY AND ROOT OUT PROJECT WASTE
- ◆ **Plus 97 Other Topics!**



Seminar Location and Hotel Accommodations

GRENADA

DATES: MAY 6-9

GRENADIAN REX RESORTS, ST. GEORGES

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(Registration Deadline on Page #1)

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CK 3000 - Risk Management Procedures and Supervision



On-Site Or In-House Training Can Be Arranged

Topics To Be Covered

- ◆ INTRODUCTION TO RISK MANAGEMENT & INSURANCE
- ◆ FUNDAMENTALS & TERMINOLOGIES OF RISK MANAGEMENT
- ◆ RISK CLASSIFICATION & INSURABLE EVENTS
- ◆ PRINCIPLES OF RISK CLASSIFICATION
- ◆ THE RELATIONSHIP BETWEEN NEGLIGENCE & LEGAL LIABILITY INSURANCE
- ◆ THE RISK MANAGEMENT FUNCTION
- ◆ IDENTIFICATION & MEASUREMENT OF EXPOSURES
- ◆ THE REASONS FOR INSURANCE REGULATIONS
- ◆ DISCHARGE OF INSURANCE CONTRACTS
- ◆ AN OVERVIEW OF RISK & RISK MANAGEMENT
- ◆ GENERAL LIFE INSURANCE POLICY PROVISIONS
- ◆ INTERNATIONAL RISK MANAGEMENT STRATEGIES
- ◆ RISK MANAGEMENT INFORMATION SYSTEMS (RMISS)
- ◆ CATEGORIES OF LIABILITY INSURANCE
- ◆ RISK MANAGEMENT DECISION METHODS
- ◆ AN INTRODUCTION TO RISK & UNCERTAINTY
- ◆ THE TEN P'S OF RISK MANAGEMENT
- ◆ IDENTIFYING RISK FACTORS
- ◆ RISK ASSESSMENT
- ◆ SYSTEMS OF CONTROL
- ◆ DECIDING PRIORITIES FOR ACTION
- ◆ STRATEGIES FOR MANAGING RISKS
- ◆ RANGE OF STRATEGIC APPROACHES FOR DEALING WITH RISKS
- ◆ THE NATURE OF RISK MANAGEMENT ACTIVITIES
- ◆ THE IDENTIFICATION OF SIGNIFICANT EXPOSURE TO RISK
- ◆ RISK ANALYSIS: EXPOSURES OF PHYSICAL ASSETS
- ◆ RISK ANALYSIS: EXPOSURES OF FINANCIAL ASSETS
- ◆ RISK ANALYSIS: EXPOSURES OF HUMAN ASSETS
- ◆ RISK ANALYSIS: EXPOSURES TO LEGAL LIABILITY
- ◆ RISK CONTROL TOOLS & TECHNIQUES
- ◆ EVALUATING LONG TERM PROJECTS IN THE PUBLIC SECTOR
- ◆ RISK ANALYSIS: EXPOSURES OF PHYSICAL ASSETS
- ◆ **Plus 42 Other Topics!**

Time: 9:00 am - 4:30 pm

Seminar Location and Hotel Accommodations

MONTEGO BAY, JAMAICA

DATES: FEB 19-22

HOLIDAY INN, ROSE HALL at JAMAICA

Phone (876) 953-2485 • Fax (976) 953-2840

(Registration Deadline on Page #1 to #2)

FLORIDA

DATES: OCT 14-17

AMERISUITES HOTEL at PLANTATION

West Broward, FL

Phone (954) 370 - 2220 • Fax (954) 370-2272

CK 3200 - Crisis Management Procedures & Supervision



On-Site Or In-House Training Can Be Arranged

Topics To Be Covered

- ◆ ASSESSING YOUR VULNERABILITY
- ◆ GOAL SETTING AS PART OF CRISIS PLANNING
- ◆ ORGANIZING TO MANAGE CRISIS
- ◆ PUTTING CONTROLS IN PLACE
- ◆ COMMUNICATING IN A CRISIS
- ◆ CRISIS COMMUNICATION TACTICS
- ◆ CRISIS MANAGEMENT IN A NUTSHELL
- ◆ CONTEXT FOR CRISIS: THE AIRLINE INDUSTRY
- ◆ ORGANIZATIONAL CRISIS & COMMUNICATION
- ◆ PREPARING FOR THE WORST: CONTINGENCY PLANNING
- ◆ DISASTER STRIKES: CONFRONTING CRISIS
- ◆ POST-CRISIS INVESTIGATION
- ◆ THE CRISIS MANAGER: FACING RISKS & RESPONSIBILITY
- ◆ DEFINING A CRISIS
- ◆ TYPES OF CRISIS
- ◆ CONTINGENCY PLANNING: PREPARING FOR THE WORST
- ◆ ESSENTIALS OF A CONTINGENCY PLAN
- ◆ COMMUNICATING DURING & AFTER A CRISIS
- ◆ MANAGING COMMUNICATIONS DURING THE CRISIS EVENT
- ◆ AFTERMATH COMMUNICATIONS & POST-CRISIS REBUILDING
- ◆ MANAGING SEVEN TYPES OF CRISES
- ◆ EMERGENCY MANAGEMENT STRATEGIES
- ◆ TECHNOLOGICAL CRISES
- ◆ HAZARD MANAGEMENT STRATEGIES
- ◆ MANAGING CONFRONTATION CRISES
- ◆ STRATEGIES FOR HANDLING MANAGEMENT MISDEEDS
- ◆ RISK MANAGEMENT AND COMMUNICATION
- ◆ TRANSFORMING ORGANIZATIONS IN THE AFTERMATH OF A CRISIS
- ◆ TAKING STOCK OF POTENTIAL PERILS
- ◆ SOURCES OF POTENTIAL CRISES
- ◆ IDENTIFYING POTENTIAL CRISES
- ◆ PRIORITIZING POTENTIAL CRISES
- ◆ PREPARE A SYSTEMATIC PROGRAM OF CRISIS AVOIDANCE
- ◆ CONTINGENCY PLANNING PROCEDURES
- ◆ PREPARING TODAY FOR TOMORROW'S PROBLEMS
- ◆ CRISIS RECOGNITION PROCEDURES
- ◆ PREVENTING A BAD SITUATION FROM BECOMING WORSE
- ◆ CRISIS RESOLUTION PROCEDURES
- ◆ HANDLE THE MEDIA WITH CARE AFTER THE CRISIS
- ◆ HOW TO WRITE A PRESS RELEASE
- ◆ MANAGING RISK AND RESOLVING CRISIS
- ◆ BUSINESS RISK MANAGEMENT AND RISK MODELING- SURVIVAL OF THE FITTEST
- ◆ CRISIS MANAGEMENT PLANNING PROCEDURES
- ◆ OVERVIEW OF RELEVANT DUTIES & POWERS BEFORE AND AFTER A CRISIS
- ◆ DEVELOPING AN EFFECTIVE RESPONSE STRATEGY
- ◆ DEVELOPING INTERNAL & EXTERNAL COMMUNICATIONS PLANS TO ADDRESS CRISIS
- ◆ SURVIVING A CORPORATE CRISIS
- ◆ INTERNAL & EXTERNAL RISKS CONTROL PROCEDURES
- ◆ DEFINING CRISIS MANAGEMENT STRATEGY
- ◆ HOW A CRISIS IS DECLARED
- ◆ ACTIVATING THE CRISIS MANAGEMENT TEAM
- ◆ REPUTATIONAL DAMAGE STRATEGIES AFTER A CRISIS
- ◆ **PLUS 64 OTHER TOPICS**

Time: 9:00 am - 4:30 pm

Seminar Location and Hotel Accommodations

FLORIDA

DATES: NOV 04-07

AMERISUITES HOTEL at PLANTATION

West Broward, FL

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(Registration Deadline on Page #2)

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Phone: (954) 731-6340 • Fax: (954) 731-6606

CK 3500 -Hotel Front Desk Operations and Supervision

EVENING COURSES
5:00 pm - 9:00 pm

US \$680.00
Tuition, Manuals

On-Site Or In-House Training Can Be Arranged

Topics To Be Covered

- ◆ NEW EMPLOYEE ORIENTATION
- ◆ THE LODGING INDUSTRY
- ◆ HOTEL STAFF
- ◆ FRONT DESK
- ◆ HOUSEKEEPING
- ◆ MAINTENANCE
- ◆ WORK SAFELY
- ◆ REMEMBER THE GUEST
- ◆ PROVIDING EXCEPTIONAL GUEST SERVICE
- ◆ FIRST IMPRESSION
- ◆ GUEST PROBLEMS ARE OPPORTUNITIES
- ◆ MAKING A RESERVATION
- ◆ GUEST ARRIVAL
- ◆ CHECK-IN
- ◆ ENTERING THE ROOM
- ◆ HANDLING GUEST COMPLAINTS
- ◆ QUALITY FRONT DESK OPERATIONS
- ◆ FRONT DESK PHONE SKILLS

- ◆ HANDLING RESERVATIONS
- ◆ FRONT DESK COMMUNICATION
- ◆ THE FRONT DESK LOG BOOK
- ◆ FRONT DESK PHONE SKILLS
- ◆ HANDLING RESERVATIONS
- ◆ SALES SKILLS-LISTENING TO THE CUSTOMER
- ◆ FEATURES AS BENEFITS
- ◆ OVERCOMING OBJECTIONS
- ◆ UP-SELLING
- ◆ PREPARING FOR THE GUEST
- ◆ GUEST REGISTRATION
- ◆ SERVICE DURING THE STAY
- ◆ HANDLING COMPLAINTS
- ◆ SPECIAL SITUATIONS-GUESTS WITH DISABILITIES
- ◆ SPECIAL SITUATIONS-FOREIGN TRAVELERS
- ◆ SPECIAL SITUATIONS-BUSY TIMES
- ◆ THE LODGING INDUSTRY ORIENTATION
- ◆ PERSONAL APPEARANCE
- ◆ **Plus Several Other Topics!**

Time:
5:00 pm - 9:00 pm

Seminar Location and Hotel Accommodations

ST. MAARTEN

DATES: AUG 18-22

SONESTA GREAT BAY BEACH RESORT
PHILIPSBURG

Phone (599) 542-2446/7 • Fax (599) 542-3008

EVENING COURSES
5:00 pm - 9:00 pm

U.S.VIRGIN ISLANDS

DATES: SEP 1-5

HOLIDAY INN, ST. THOMAS

PH: (340) 774-5200 FAX (340) 774-1231

(Registration Deadline on Page #2)

CK 3800 -Hotel Housekeeping and Laundry Operations Supervision

On-Site Or In-House Training Can Be Arranged

Topics To Be Covered

- ◆ HOUSEKEEPING AND LAUNDRY OPERATIONS
- ◆ INTRODUCTION-HOUSEKEEPING & LAUNDRY
- ◆ LOADING YOUR CART
- ◆ ROOM ACCESS
- ◆ OPENING & STRAIGHTENING
- ◆ CLEANING STRATEGIES
- ◆ DUSTING AND SURFACE CLEANING
- ◆ MAKING THE BED
- ◆ SINKS, VANITIES AND MIRRORS
- ◆ RESTOCKING SUPPLIES & GUEST AMENITIES
- ◆ BATHROOM FLOORS
- ◆ FINAL TASKS & INSPECTING YOUR WORK
- ◆ SPECIAL SITUATIONS-IRONS & IRONING BOARDS
- ◆ SPECIAL SITUATIONS-SPAS AND HOT TUBS
- ◆ SPECIAL SITUATIONS-MINI FRIDGES
- ◆ SPECIAL SITUATIONS-CARPET STAINS
- ◆ PUBLIC AREA CLEANING
- ◆ LAUNDRY OPERATIONS-SORTING
- ◆ LAUNDRY OPERATIONS-WASHING

- ◆ KNOW YOUR EQUIPMENT
- ◆ LAUNDRY OPERATIONS-DRYING
- ◆ LAUNDRY OPERATIONS-FOLDING
- ◆ LAUNDRY OPERATIONS-STORAGE & DELIVERY
- ◆ HOUSEKEEPING FORMS
- ◆ MEAL PLANS
- ◆ PACKING OF CART AND CADDY
- ◆ SERVICING A GUEST ROOM
- ◆ MAINTAINING STANDARDS FOR GUEST ROOM CLEANING
- ◆ CARE OF EQUIPMENT AND TOOLS
- ◆ FLOOR CLEANING METHODS
- ◆ TYPES OF HARD FLOORS
- ◆ THE CARE OF CLEANING EQUIPMENT
- ◆ IN HOUSE MAINTENANCE
- ◆ CLEANING OF GUEST ROOMS
- ◆ STRIPPING THE BED
- ◆ PROCEDURES TO STRIP THE BED
- ◆ DUSTING AND POLISHING A ROOM
- ◆ PROCEDURES FOR DUSTING
- ◆ **Plus Several Other Topics!**

US \$680.00
Tuition, Manuals

Time:
5:00 pm - 9:00 pm

Seminar Location and Hotel Accommodations

ST. MAARTEN

DATES: SEPT 22-26

SONESTA GREAT BAY BEACH RESORT
PHILIPSBURG

Phone (599) 542-2446/7 • Fax (599) 542-3008

EVENING COURSES
5:00 pm - 9:00 pm

U.S.VIRGIN ISLANDS

DATES: OCT 6-10

HOLIDAY INN, ST. THOMAS

PH: (340) 774-5200 FAX (340) 774-1231

(Registration Deadline on Page #2)



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CK 3900 - Hotel Food and Beverage Procedures and Supervision

On-Site Or In-House Training Can Be Arranged

Topics To Be Covered

- ◆ FOOD AND BEVERAGE
- ◆ UNIFORMS OUTFIT
- ◆ PRE-SHIFT BRIEFINGS
- ◆ INDUCTION OF NEW EMPLOYEES
- ◆ RESTAURANT RESERVATIONS
- ◆ DRESS CODE POLICY
- ◆ GREETING AND SEATING GUESTS
- ◆ BREAKFAST TABLE LAY-UP
- ◆ LUNCH TABLE LAY-UP
- ◆ DINNER TABLE LAY-UP
- ◆ HANDLING CUSTOMER COMPLAINTS
- ◆ HANDLING CUSTOMER QUERIES
- ◆ SUGGESTIVE SELLING TECHNIQUES

- ◆ ORDER TAKING PROCEDURES
- ◆ SERVICE SEQUENCE
- ◆ BEVERAGE PREPARATION AND SERVICE
- ◆ TAKING A WINE ORDER
- ◆ WINE SERVICE PROCEDURES
- ◆ TAKING DESSERT ORDER
- ◆ BILL PRESENTATION
- ◆ CREDIT CARD PAYMENTS
- ◆ CASH PAYMENT PROCEDURES
- ◆ ROOM CHARGES POLICY
- ◆ GRIEVANCES PROCEDURES
- ◆ ROOM SERVICE PROCEDURES
- ◆ *Plus Several Other Topics!*

US \$680.00
Tuition, Manuals & Lunch

Time:
5:00 pm - 9:00 pm

Seminar Location and Hotel Accommodations

ST. MAARTEN

DATES: AUG 11-15

HOLLAND HOUSE BEACH HOTEL

PHILIPSBURG

Phone (599) 542-2572 • Fax (599) 542-4673

EVENING COURSES
5:00 pm - 9:00 pm

U.S. VIRGIN ISLANDS

DATES: AUG 25-29

HOLIDAY INN, ST. THOMAS

PH: (340) 774-5200 FAX (340) 774-1231

(Registration Deadline on Page #2)

CK 4000 - Hurricane Disaster Preparedness For Private and Public Sector Corporations

On-Site Or In-House Training Can Be Arranged

Topics To Be Covered

PREPARATION • FORECASTING • PREPARATION

- ◆ PREPARE YOURSELF AND YOUR CORPORATION TODAY
- ◆ HURRICANE PREPAREDNESS CHECKLIST FOR INDIVIDUALS AND CORPORATIONS
- ◆ DISASTER PREPAREDNESS PROCEDURES
- ◆ HURRICANE AWARENESS PROCEDURES
- ◆ VARIOUS TYPES OF DISASTERS- PREPARATION AND MITIGATION
- ◆ GETTING READY FOR HURRICANE SEASON
- ◆ THINGS TO DO BEFORE THE STORM
- ◆ THINGS TO DO DURING THE STORM
- ◆ THINGS TO DO AFTER THE STORM
- ◆ DEVELOPING YOUR FAMILY PLAN FOR HURRICANE
- ◆ TYPES OF ASSISTANCE AVAILABLE FOR SPECIAL NEEDS
- ◆ BUILDING CODE COMPLIANCE OFFICE SAFETY STANDARDS
- ◆ REVIEWING INSURANCE POLICIES
- ◆ SHELTER REQUIREMENTS
- ◆ EMERGENCY PLANNING AND EMERGENCY SUPPLY KIT
- ◆ CONSTRUCTION MATERIALS CONSIDERATIONS
- ◆ FLOOD AND FLASH FLOOD MITIGATION PROCEDURES
- ◆ DISASTER SUPPLY KIT REQUIREMENTS
- ◆ FIRE SAFETY REQUIREMENTS AND PROCEDURES
- ◆ THINGS TO DO AFTER A HURRICANE WARNING
- ◆ FLOODS-PRECAUTIONARY MEASURES
- ◆ EARTHQUAKE-PRECAUTIONARY MEASURES

- ◆ BUSINESS CONTINUITY PLANNING
- ◆ WAYS TO DEVELOP A HURRICANE PLAN
- ◆ BEFORE THE STORM SHELTER KIT CHECKLIST
- ◆ PLAN FOR THE STORM'S APPROACH-PREPARATION
- ◆ HURRICANE KIT CHECKLIST
- ◆ UNDERSTAND YOUR INSURANCE COVERAGE
- ◆ WAYS TO HURRICANE-PROOF YOUR BUSINESS
- ◆ WAYS TO SHELTER FROM THE STORM
- ◆ SPECIAL NEEDS SHELTER REQUIREMENTS AND APPROACH
- ◆ DURING THE STORM- RIDING OUT THE STORM MEASURES
- ◆ AFTER THE STORM- PICKING UP THE PIECES
- ◆ CATEGORIES OF DISASTERS, RISKS OR CRISIS
- ◆ WHY CUSTOMER EXPECTATIONS ARE INCREASING BEFORE & AFTER A DISASTER
- ◆ BUSINESS CONTINUITY PLANNING FUNDAMENTALS BEFORE AND AFTER THE HURRICANE
- ◆ IT & BUSINESS PROCESSES INTERACTION
- ◆ RISK ASSESSMENT BEFORE AND AFTER THE HURRICANE
- ◆ BUSINESS IMPACT ANALYSIS- STRATEGIES
- ◆ TECHNOLOGY PLANS BEFORE AND AFTER A HURRICANE
- ◆ BUSINESS CONTINGENCY PROCEDURES
- ◆ *Over 84 other topics*

US \$1870.00
Tuition, Manual & Lunch

Time:
9:00 am - 4:30 pm

Seminar Location and Hotel Accommodations

ST. MAARTEN • HOLLAND HOUSE BEACH HOTEL • PHILIPSBURG DATES: JUN 23-26 PH:599 542-2572 • FAX 599 542-4673

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CK 4500 Anti-Money Laundering Compliance Procedures and Supervision For Banking and Financial Sectors

US \$1780.00
Tuition, Manuals & Lunch

(Registration Deadline on Page #1)

On-Site Or In-House Training Can Be Arranged

Topics To Be Covered

- ◆ COMBATING MONEY LAUNDERING AND TERRORISM FINANCING
- ◆ U.S. MONEY LAUNDERING ASSESSMENT PROCEDURES
- ◆ VULNERABILITIES OF BANKS
- ◆ VULNERABILITIES OF MONEY SERVICES BUSINESSES
- ◆ MONEY TRANSMITTERS RESPONSIBILITIES
- ◆ VULNERABILITIES OF CHECK CASHERS
- ◆ CURRENCY EXCHANGERS PROCEDURES
- ◆ REGULATION AND PUBLIC POLICY ON MONEY ORDERS
- ◆ VULNERABILITIES OF ONLINE PAYMENT SYSTEMS
- ◆ REGULATION AND PUBLIC POLICY OF BULK CASH SMUGGLING
- ◆ VULNERABILITIES OF TRADE-BASED MONEY LAUNDERING
- ◆ VULNERABILITIES OF INSURANCE COMPANIES
- ◆ SHELL COMPANIES AND TRUSTS
- ◆ CASINOS - POLICIES AND PROCEDURES
- ◆ SUSPICIOUS ACTIVITY REPORT FILING LOCATIONS
- ◆ MEASURES TO PREVENT MONEY LAUNDERING
- ◆ MODERN DEVELOPMENT IN MONEY LAUNDERING
- ◆ LEGAL CONSIDERATIONS OF MONEY LAUNDERING
- ◆ USING TECHNOLOGY TO DETECT MONEY LAUNDERING
- ◆ INTERNATIONAL REGULATORY REQUIREMENTS
- ◆ THE USA PATRIOT ACT
- ◆ DOMESTIC REGULATORY REQUIREMENTS
- ◆ GUIDANCE TO ANTI-MONEY LAUNDERING
- ◆ GENERAL REQUIREMENTS FOR CUSTOMERS DUE DILIGENCE
- ◆ ESTABLISHING APPROPRIATE IDENTIFICATION
- ◆ SUSPICIOUS TRANSACTIONS
- ◆ IDENTIFICATION REQUIREMENTS IN SPECIAL CASES
- ◆ TRUST ACCOUNTS
- ◆ ACCOUNTS OPENED BY PROFESSIONAL INTERMEDIARIES
- ◆ PRIVATE BANKING CLIENTS
- ◆ POLITICALLY EXPOSED PERSONS
- ◆ RECORD KEEPING REGARDING CORRESPONDENT BANKS
- ◆ SHELL BANKS
- ◆ COUNTRIES WITH INADEQUATE AML/CFT FRAMEWORKS
- ◆ TRANSACTIONS UNDERTAKEN FOR OCCASIONAL CUSTOMERS
- ◆ ANONYMOUS ACCOUNTS PROCEDURES
- ◆ RECOGNITION OF UNUSUAL TRANSACTIONS
- ◆ SUSPICION-BASED & THRESHOLD REPORTING PROCEDURES
- ◆ EMPLOYEE INTEGRITY AND AWARENESS
- ◆ COMPLIANCE MONITORING
- ◆ INVESTMENT RELATED TRANSACTION
- ◆ OFF-SHORE INTERNATIONAL ACTIVITY
- ◆ DUTIES & RESPONSIBILITIES OF COMPLIANCE OFFICER
- ◆ **Plus 78 Other Topics!**

Seminar Location and Hotel Accommodations

Time:
9:00 am - 4:30 pm

ST. LUCIA BAY GARDENS INN, RODNEY BAY, CASTRIES • DATES: FEB 12-15 PH 758-452-8060 • FAX 758-452-8059
FLORIDA • AMERISUITES HOTEL, PLANTATION • DATES: MAY 27-30 PH: 954-370-2220 FAX 954-370-2272

CK 4600 -Payments and Securities Systems Management For Banking & Other Financial Sectors

US \$1870.00
Tuition, Manuals & Lunch

On-Site Or In-House Training Can Be Arranged

Topics To Be Covered

- ◆ SECURITIES SETTLEMENT SYSTEMS
- ◆ PAYMENT SERVICES AS A BANKING BUSINESS
- ◆ THE NEED FOR REFORM IN PAYMENT AND SETTLEMENT SYSTEMS
- ◆ RISK MANAGEMENT CONCEPTS IN SECURITIES SETTLEMENT
- ◆ RISK MANAGEMENT STANDARDS AND ASSESSMENT IN PAYMENT SYSTEMS
- ◆ EFFECTIVE OVERSIGHT OF PAYMENTS AND SECURITIES SETTLEMENT SYSTEMS
- ◆ OVERVIEW OF PAYMENT SYSTEMS IN THE CARIBBEAN REGION
- ◆ INTRODUCTION TO PAYMENT SYSTEMS AND PAYMENT METHODS
- ◆ PAYMENTS SYSTEM USAGE IN THE ECONOMY
- ◆ LARGE-VALUE, SECURITIES SETTLEMENT SYSTEMS AND RETAIL PAYMENT SYSTEMS
- ◆ GOVERNMENT PAYMENTS
- ◆ CROSS -BORDER PAYMENTS
- ◆ THE INTER-BANK PAYMENT PROCESS
- ◆ REAL-TIME GROSS SETTLEMENT: A SOLUTION FOR RISK REDUCTION
- ◆ INTRADAY LIQUIDITY AND INTRADAY LIQUIDITY MANAGEMENT
- ◆ REFORMING PAYMENTS AND SECURITIES SETTLEMENT SYSTEMS
- ◆ SYSTEMICALLY IMPORTANT PAYMENT SYSTEMS
- ◆ REFORMING THE NATIONAL PAYMENTS SYSTEM: ISSUES AND OUTLOOK
- ◆ BUSINESS IMPACT ASSESSMENT AND CHANGE MANAGEMENT
- ◆ LEGAL UNDERPINNINGS OF THE PAYMENTS SYSTEM
- ◆ MULTIPLE JURISDICTIONS AND CONFLICTS OF LAW
- ◆ PAYMENT SYSTEM LAW
- ◆ THE ROLE OF THE CENTRAL BANK
- ◆ NEW DEVELOPMENTS IN RETAIL PAYMENTS SYSTEMS
- ◆ THE AUTOMATED CLEARING HOUSE
- ◆ CARD-BASED PAYMENT
- ◆ ELECTRONIC PAYMENTS
- ◆ OVERVIEW OF PAYMENT SYSTEMS IN THE CARIBBEAN (CSMA) –IMPLICATIONS FOR THE FINANCIAL LANDSCAPE
- ◆ DEVELOPMENTS IN PAYMENT SYSTEMS AND PAYMENT METHODS
- ◆ REGIONAL STOCK EXCHANGE
- ◆ CLEARING AND SETTLEMENT PROCESS
- ◆ CROSS-BORDER ARRANGEMENTS
- ◆ CENTRAL SECURITIES DEPOSITORY
- ◆ REAL TIME GROSS SETTLEMENT SYSTEMS
- ◆ TECHNOLOGICAL INFRASTRUCTURE AND LINKAGES
- ◆ BROAD PRINCIPLES FOR INTERNATIONAL REMITTANCES
- ◆ BUSINESS CONTINUITY PLANNING
- ◆ **Plus Several Other Topics!**

Seminar Location and Hotel Accommodations

Time:
9:00 am - 4:30 pm

ST. LUCIA
BAY GARDENS INN, RODNEY BAY, CASTRIES • DATES: FEB. 12-15
PH 758-452-8060 • FAX 758-452-8059
(Registration Deadline on Page #1)

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www.cohenandklein.com • E-mail: collect@gate.net

Phone: (954) 731-6340 • Fax: (954) 731-6606

CK 4700 - Business Continuity Planning Procedures and Supervision For Managers & Supervisors



On-Site Or In-House Training Can Be Arranged

Topics To Be Covered

- ◆ FUNDAMENTAL CONTINUITY PLANNING PRINCIPLES-IT DEPT.
- ◆ SAFEGUARDS AND STANDARDS PROTECTION
- ◆ ADMINISTRATIVE PROCEDURES
- ◆ PHYSICAL SAFEGUARDS
- ◆ TECHNICAL SECURITY MECHANISMS
- ◆ COMPLIANCE PROCESS
- ◆ BUSINESS CONTINUITY PLAN
- ◆ BUSINESS RECOVERY PLAN
- ◆ DISASTER RECOVERY PLAN
- ◆ CRISIS MANAGEMENT PLAN
- ◆ BUSINESS CONTINUITY PLANNING POLICY
- ◆ BUSINESS CONTINUITY PLANNING PROCESS OVERVIEW
- ◆ RISK ASSESSMENT PROCESS
- ◆ POTENTIAL TYPES OF THREATS
- ◆ BACKUP QUESTIONNAIRE
- ◆ OFF-SITE STORAGE QUESTIONNAIRE
- ◆ VITAL RECORDS QUESTIONNAIRE
- ◆ BUSINESS CONTINUITY PLANNING RESOURCES
- ◆ BUSINESS CONTINUITY PLANNING METHODOLOGY
- ◆ BUSINESS IMPACT ANALYSIS (BIA)
- ◆ MITIGATION AND RECOVERY STRATEGIES
- ◆ INSURANCE CONSIDERATIONS
- ◆ BUSINESS INTERRUPTION AND RESUMPTION
- ◆ DISASTER MITIGATION
- ◆ RECORDS RETENTION SCHEDULE
- ◆ SECURITY AND CONTROL CONSIDERATIONS
- ◆ DETAILED OUTLINE OF A BUSINESS CONTINUITY PLAN
- ◆ INSURANCE POLICY INVENTORY
- ◆ SECURITY AND CONTROL CONSIDERATIONS
- ◆ COMPUTER ROOM SECURITY CHECKLIST
- ◆ PERSONNEL SECURITY CHECKLIST
- ◆ BUILDING CONSTRUCTION CHECKLIST
- ◆ BUSINESS IMPACT ANALYSIS
- ◆ BUSINESS IMPACT ANALYSIS REPORT

Seminar Location and Hotel Accommodations

Time:
9:00 am - 4:30 pm

FLORIDA

DATES: DEC 2-5

AMERISUITES HOTEL at PLANTATION
West Broward, FL

Phone (954) 370 - 2220 • Fax (954) 370-2272

(Registration Deadline
on Page #1 to #2)

ST. LUCIA

DATES: JUNE 9-12

BAY GARDENS INN,
RODNEY BAY, CASTRIES

PH 758-452-8060 • FAX 758-452-8059

CK 4900 - Fraud and Loss Prevention Procedures and Supervision For Banks and Other Financial Institutions



On-Site Or In-House Training Can Be Arranged

Topics To Be Covered

- ◆ STORAGE OF CONFIDENTIAL INFORMATION
- ◆ TYPES OF LOSSES AND UNAUTHORIZED ACTIVITY
- ◆ BACK OFFICE REPORT REVIEWS
- ◆ IDENTIFICATION AND ACTIONING OF POSSIBLE FRAUD OR ILLEGAL ACTIVITIES BY EMPLOYEES
- ◆ REVIEW PROCEDURES BY LOSS CONTROL OFFICERS
- ◆ INTERNAL REPORTING TIMELINE REQUIREMENTS
- ◆ INTERNAL DISCIPLINARY GUIDELINES
- ◆ CLERICAL OFFICERS RESPONSIBILITIES IN FINANCIAL LOSS PREVENTION
- ◆ DEALING WITH LOSSES DUE TO AN OFFICER REQUIRING TRAINING
- ◆ DEALING WITH LOSSES DUE TO CHEQUES NEGOTIATED WITHIN DAILY LIMITS
- ◆ DEALING WITH DELIBERATE DISREGARD OF BANK'S ESTABLISHED POLICIES & PROCEDURES
- ◆ GENERAL OVERSIGHT OF LOSS PREVENTION IN THE BANKING AND FINANCIAL SECTOR
- ◆ SUPPORT STAFF FUNCTIONS IN LOSS PREVENTION
- ◆ LOSS PREVENTION POSTING REPORT IN THE BANKING SECTOR
- ◆ KITING SUSPECTS REPORTS AND MITIGATION PROCEDURES
- ◆ CHEQUE FRAUD MITIGATION POLICIES AND PROCEDURES
- ◆ THE SCOPE & IMPACT OF CHECK FRAUD
- ◆ VARIOUS TYPES OF CHEQUE FRAUD
- ◆ MITIGATION OF ALTERATION OF PHYSICAL FINANCIAL ITEM
- ◆ MITIGATION OF FORGERIES
- ◆ MITIGATION OF COUNTERFEITING
- ◆ IDENTIFICATION OF ACCOUNT RELATED CHEQUE FRAUD
- ◆ LAW ENFORCEMENT ISSUES IN RELATION TO LOSS PREVENTION
- ◆ DETECTION OF FORGED CHEQUE
- ◆ IDENTIFICATION OF DISCERNIBLE PATTERNS
- ◆ POSITIVE PAY IDENTIFICATION
- ◆ PAYEE VERIFICATION IDENTIFICATION
- ◆ FINGERPRINT PROGRAMS UPDATES
- ◆ FRONT-LINE DEFENSE PROCEDURES AND POLICIES
- ◆ FRONT-LINE PREVENTION POLICIES AND PROCEDURES

Over 52 other topics

Seminar Location and Hotel Accommodations

Time:
9:00 am - 4:30 pm

ST. LUCIA

DATES: NOV 25-28

BAY GARDENS INN, RODNEY BAY, CASTRIES

PH 758-452-8060 • FAX 758-452-8059

(Registration Deadline on Page #2)

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AIRLINE TICKETS • ON LINE
www.cohenandklein.com

See Page 18 -- To Register For Courses

www.cohenandklein.com • E-mail: collect@gate.net



CK 5100 - Performance Review Management (Performance Evaluation)

On-Site Or In-House Training Can Be Arranged

Topics To Be Covered

- ◆ CONDUCTING EMPLOYEE PERFORMANCE APPRAISALS EFFECTIVELY
- ◆ EFFECTIVE PERFORMANCE RATINGS
- ◆ TIPS FOR CONDUCTING EMPLOYEE PERFORMANCE REVIEWS
- ◆ EVALUATING STAFF EFFECTIVELY
- ◆ ACHIEVING FULL POTENTIAL OF EMPLOYEES
- ◆ MERIT AND PERFORMANCE EVALUATION PROCEDURES
- ◆ OBJECTIVES OF PERFORMANCE EVALUATIONS
- ◆ BEFORE THE EVALUATION – PROCEDURES TO FOLLOW
- ◆ EVALUATION TIMELINE FOR PERFORMANCE REVIEW
- ◆ DURING THE EVALUATION – PROCEDURES TO FOLLOW
- ◆ AFTER THE EVALUATION – PROCEDURES TO FOLLOW
- ◆ CONDUCTING AN APPRAISAL INTERVIEW – PROCEDURES TO FOLLOW
- ◆ THE STRENGTHS – IDENTIFYING EMPLOYEES' STRENGTHS
- ◆ THE WEAKNESSES – IDENTIFYING AND RESOLVING THESE AREAS
- ◆ FEEDBACK – PROVIDING EFFECTIVE FEEDBACK TO EMPLOYEES
- ◆ WRITING JOB DESCRIPTIONS EFFECTIVELY
- ◆ KNOWLEDGE, SKILLS AND ABILITIES REQUIREMENTS
- ◆ SPECIAL REQUIREMENTS IN JOB DESCRIPTIONS
- ◆ USES OF JOB ANALYSIS IN THE SELECTION PROCESS
- ◆ EFFECTIVELY PLANNING CAREER LADDERS
- ◆ TRAINING PURPOSES REQUIREMENTS
- ◆ WRITING THE JOB DESCRIPTION THE PRACTICAL WAY
- ◆ APPROACHES TO PERFORMANCE APPRAISAL
- ◆ THE PURPOSE OF PERFORMANCE REVIEW
- ◆ LEGAL CONSIDERATIONS IN PERFORMANCE APPRAISALS
- ◆ DESIGNING YOUR PERFORMANCE APPRAISAL SYSTEM
- ◆ MEASURING RESULTS DURING PERFORMANCE REVIEW
- ◆ COACHING/COUNSELING/CAREER ADVANCEMENT EVALUATION
- ◆ MANAGEMENT BY OBJECTIVES APPROACH
- ◆ RANKING EMPLOYEE PERFORMANCE
- ◆ EFFECTIVELY ADMINISTRATING YOUR PERFORMANCE APPRAISAL SYSTEM
- ◆ INTERIM EVALUATIONS OR PROGRESS REPORTS
- ◆ EMPLOYEE PARTICIPATION IN THE PERFORMANCE EVALUATION
- ◆ **Plus 68 Other Topics!**

Seminar Location and Hotel Accommodations

Time: 9:00 am - 4:30 pm

(Registration Deadline on Page #1 to #2)

FLORIDA • AMERISUITES HOTEL, PLANTATION • DATES: APRIL 29 -MAY 2 PH: 954-370-2220 FAX 954-370-2272
ST. MAARTEN • HOLLAND HOUSE BEACH HOTEL, PHILIPSBURG • DATES JUNE 17-20 • PH 599-542-2572 • FAX 599-542-4673
KINGSTON, JAMAICA • PEGASUS HOTEL • DATES: OCT 28-31 • PH: 876 926-3690 FAX:876 929-5855
ST. KITTS • OCEAN TERRACE INN • DATES: APRIL 15-18 • PH 869-465-2754 • FAX 869-465-1057
BARBADOS • ACCRA BEACH HOTEL • DATES: FEB 26-29 • PH 1-246-345-8920 • FAX 1-246-435-6794
DOMINICA • FORT YOUNG HOTEL • PHILIPSBURG • DATES: JULY JULY 8-11 • PH:767-448-5000 • FAX 767-448-5006

CK 5200 -Call Center Management and Supervision For Managers and Supervisors



On-Site Or In-House Training Can Be Arranged

Topics To Be Covered

- ◆ BUSINESS OBJECTIVES OF CALL CENTERS
- ◆ PERFORMANCE DRIVERS OF CALL CENTERS
- ◆ AUTOMATIC CALL DISTRIBUTION: A KEY FACTOR OF CALL CENTERS
- ◆ REVENUE GENERATION OF CALL CENTERS
- ◆ EFFICIENCY METHODS OF CALL CENTERS
- ◆ CUSTOMER SATISFACTION PROCEDURES
- ◆ UNDERSTANDING THE CALL CENTER BUSINESS MODEL
- ◆ DETERMINING YOUR BUSINESS GOALS AND OBJECTIVES
- ◆ SERVICE LEVEL METHODS OF CALL CENTERS
- ◆ AGENT AVAILABILITY METHODS OF CALL CENTERS
- ◆ AGENT OCCUPANCY METHODS OF CALL CENTERS
- ◆ CUSTOMER SATISFACTION PROCEDURES OF CALL CENTERS
- ◆ COST-CONTROL DRIVERS OF CALL CENTERS
- ◆ REVENUE DRIVERS OF CALL CENTERS
- ◆ AVOID A SURPLUS OF SERVICE
- ◆ CALL CENTER BUSINESS PRACTICES
- ◆ THE CALL CENTER MANAGER'S FUNCTION
- ◆ THE COMPUTER AND NETWORK ANALYST OF CALL CENTERS
- ◆ THE AGENT'S FUNCTIONS AND RESPONSIBILITIES
- ◆ BUILDING A CALL CENTER OF YOUR OWN
- ◆ HOW BIG SHOULD THE CALL CENTER BE?
- ◆ WILL IT BE A STANDALONE OR PART OF A NETWORK OF CENTERS?
- ◆ TESTING AN AREA'S LABOR MARKET
- ◆ PRIMARY CONSIDERATIONS OF SETTING UP A CALL CENTER
- ◆ EXPLORING NEAR-SHORE VS. OFFSHORE OPTIONS
- ◆ WHAT NEEDS TO BE INSIDE A CALL CENTER?
- ◆ UNDERSTANDING ENVIRONMENTAL ISSUES OF CALL CENTERS
- ◆ BUILDING A CALL CENTER: ONE STEP AT A TIME
- ◆ CREATING THE PLAN TO ESTABLISH A CALL CENTER
- ◆ MULTIPLE LOCATIONS REQUIREMENTS
- ◆ SHOULD YOU RUN THE CALL CENTER OR OUTSOURCE
- ◆ REDUCING COSTS THROUGH OUTSOURCING
- ◆ CALCULATING CONTACTS PER HOUR
- ◆ FORECASTING THE AMOUNT OF WORK TO BE DONE
- ◆ **Plus 72 Other Topics!**

Seminar Location and Hotel Accommodations

Time: 9:00 am - 4:30 pm

FLORIDA
DATES: NOV 17-20
AMERISUITES HOTEL at PLANTATION
West Broward, FL
Phone (954) 370 - 2220 • Fax (954) 370-2272

KINGSTON, JAMAICA
DATES: JUNE 3 - 6
PEGASUS HOTEL
PH 876-926-3690 • FAX 876-929-5855

(Registration Deadline on Page #1 to #2)

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www.cohenandklein.com • E-mail: collect@gate.net



Phone: (954) 731-6340 • Fax: (954) 731-6606

CK 5600 - Customer Service Management and Supervision For Managers and Supervisors



On-Site Or In-House Training Can Be Arranged

Topics To Be Covered

- ◆ INBOUND CUSTOMER SERVICE PROCEDURES
 - ◆ MANAGING AN INBOUND CALL CENTER EFFECTIVELY
 - ◆ MEASURING QUALITY AND PERFORMANCE OF CUSTOMER SERVICE
 - ◆ MANAGING AND MOTIVATING CUSTOMER SERVICE STAFF
 - ◆ CUSTOMER RELATIONSHIP MANAGEMENT
 - ◆ FUNDAMENTALS OF CUSTOMER RELATIONSHIP MANAGEMENT
 - ◆ IMPLEMENTING CUSTOMER RELATIONSHIP MANAGEMENT
 - ◆ EXCEEDING EXCELLENCE IN SERVICE PROCEDURES
 - ◆ FUNDAMENTALS FOR CUSTOMER SERVICE MANAGEMENT
 - ◆ FUNDAMENTALS FOR CUSTOMER SERVICE EMPLOYEES
 - ◆ PROVIDING SUPERIOR CUSTOMER SERVICE
 - ◆ WORKING WITH UPSET CUSTOMERS EFFECTIVELY
 - ◆ COMMUNICATING WITH YOUR CUSTOMERS EFFECTIVELY
 - ◆ ESTABLISHING SERVICE STANDARDS
 - ◆ BUILDING A CUSTOMER SERVICE TEAM
 - ◆ CREATING CUSTOMER LOYALTY
- ◆ CALL CENTER MANAGEMENT PROCEDURES
 - ◆ INBOUND CUSTOMER SERVICE PROCEDURES
 - ◆ MANAGING AN INBOUND CALL CENTER EFFECTIVELY
 - ◆ MEASURING QUALITY AND PERFORMANCE OF CUSTOMER SERVICE
 - ◆ MANAGING AND MOTIVATING CUSTOMER SERVICE STAFF
 - ◆ CUSTOMER RELATIONSHIP MANAGEMENT
 - ◆ FUNDAMENTALS OF CUSTOMER RELATIONSHIP MANAGEMENT
 - ◆ IMPLEMENTING CUSTOMER RELATIONSHIP MANAGEMENT
 - ◆ EXCEEDING EXCELLENCE IN SERVICE PROCEDURES
 - ◆ FUNDAMENTALS FOR CUSTOMER SERVICE MANAGEMENT
 - ◆ FUNDAMENTALS FOR CUSTOMER SERVICE EMPLOYEES
 - ◆ PROVIDING SUPERIOR CUSTOMER SERVICE
 - ◆ WORKING WITH UPSET CUSTOMERS EFFECTIVELY
 - ◆ COMMUNICATING WITH YOUR CUSTOMERS EFFECTIVELY
 - ◆ ESTABLISHING SERVICE STANDARDS
 - ◆ BUILDING A CUSTOMER SERVICE TEAM
 - ◆ **Plus 79 Other Topics!**

Seminar Location and Hotel Accommodations



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ST. KITTS

DATES: APRIL 21-24

OCEAN TERRACE INN

PH (869) 465-2754 • FAX (869) 465-1057

(Registration Deadline on Page #1)

AIRLINE TICKETS • ON LINE
www.cohenandklein.com

CK 5900 - Banking and Financial Services Management

On-Site Or In-House Training Can Be Arranged

Topics To Be Covered



- ◆ SHAPING THE PAYMENT SYSTEMS
 - ◆ BANKING AND FINANCIAL SERVICES TRANSFORMATION
 - ◆ MAIN FORCES OF CHANGE
 - ◆ BANKING AND FINANCIAL SERVICES TRANSFORMATION: CHALLENGES AND OPPORTUNITIES
 - ◆ GUIDEPOSTS TO FINANCIAL SYSTEM TRANSFORMATION
 - ◆ TECHNOLOGY AND PROCESS CHANGE
 - ◆ EMBRACING TECHNOLOGY TO INCREASE EFFICIENCY AND REDUCE COSTS
 - ◆ ADAPTING TO CHANGING MARKETS
 - ◆ COMPETING FOR CONSUMER AND MERCHANT PAYMENT CHOICES
 - ◆ COST AND EFFICIENCY OF PAYMENT INSTRUMENTS AND DELIVERY CHANNELS
 - ◆ WHOLESALE AND RETAIL PAYMENTS LANDSCAPE
 - ◆ CENTRALIZATION OF PAYMENTS PROCESSING
 - ◆ CORPORATE PAYMENTS: MIGRATION TO ELECTRONIC PAYMENTS
 - ◆ RETAIL PAYMENTS: THE WAY FORWARD
 - ◆ THE FUTURE OF WHOLESALE PAYMENTS TECHNOLOGY
 - ◆ THE FUTURE OF CASH MANAGEMENT SYSTEMS
 - ◆ INVESTING IN PAYMENTS TRANSFORMATION
 - ◆ CONFRONTING SECURITY THREATS
- ◆ EXISTING SECURITY THREATS
 - ◆ DEVELOPING MITIGATING STRATEGIES
 - ◆ MIGRATION TO EFFICIENT PAYMENT MECHANISMS
 - ◆ LEVERAGING PAYMENTS INSTRUMENTS AND SYSTEMS TO ENHANCE ACCESS TO FINANCE
 - ◆ EMERGING TECHNOLOGIES
 - ◆ M-BANKING AND E-BANKING
 - ◆ ATM NETWORKS
 - ◆ POINT OF SALE TERMINALS
 - ◆ PAYMENT SYSTEMS GATEWAYS
 - ◆ FAST AND EFFICIENT ACCESS TO FINANCE ANY WHERE IN THE WORLD IN SECONDS
 - ◆ PAYMENT AND SETTLEMENT SYSTEMS REFORM
 - ◆ GLOBAL MULTI-CURRENCY PAYMENT GATEWAY
 - ◆ LEGAL AND REGULATORY FRAMEWORK
 - ◆ GLOBALIZATION OF MOBILE PAYMENTS
 - ◆ PAYMENTS INFRASTRUCTURE REQUIREMENTS
 - ◆ LEGAL INFRASTRUCTURE REQUIREMENTS
 - ◆ THE REGULATORY FRAMEWORK
 - ◆ GLOBAL PAYMENTS GATEWAY
 - ◆ **Plus Several Other Topics!**

Seminar Location and Hotel Accommodations



GRENADA

DATES: MAY 6-9

GRENADIAN REX RESORTS, ST. GEORGES

PH 473-444-3333 • FAX 473-444-1111

(Registration Deadline on Page #1)

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Partial List of Regional Clients - See Testimonials at www.cohenandklein.com

1. Central Bank Of Trinidad & Tobago, Trinidad
2. Ministry Of Financial Services & Investment, Bahamas
3. Water and Sewage Company Inc., St. Lucia
4. Dominica Electricity Services, LTD, Dominica
5. Atlantic Bank Limited, Belize
6. Nevis Electricity Company Ltd, St. Kitts
7. Grenada Co-operative Bank Ltd, Grenada
8. United Telecommunication Services, St. Maarten
9. Bahamas Electricity Corp., Bahamas
10. Dacosta Mannings Inc., Barbados
11. Cayman Islands Treasury Department, Cayman Islands
12. Cayman National Bank, Cayman Islands
13. National Insurance Scheme, St. Lucia and Barbados
14. Airport Authority of Jamaica, Jamaica
15. Bank of Butterfield (Bermuda & Grand Cayman)
16. Miami University Hospital, Florida
17. Royal Bank (Various Countries)
18. Nassau Guardian, Bahamas
19. Bank of Bermuda, Bermuda
20. Florida Atlantic University, U.S.A.
21. Florida International University, U.S.A.
22. Nova Southeastern University, U.S.A.
23. Cable & Wireless (Various Countries)
24. Bahamas Mortgage Corporation, Bahamas
25. Workers Bank Bahamas, Bahamas
26. Texaco Bahamas, Bahamas
27. Nevis Cooperative Credit Union, St. Kitts
28. Bermuda Telephone Company, Bermuda
29. Bahamas Development Bank, Bahamas
30. Development Bank of the BVI
31. St. Lucia Co-Operative Bank, St. Lucia
32. Belize Bank, Belize
33. US Virgin Islands Water & Power Authority, U.S.V.I.
34. Tell-Cel, St. Maarten
35. Princess Juliana International Airport, St. Maartens, N.A.
36. Caribbean Commercial Bank, Barbados
37. Antigua Commercial Bank, Antigua
38. Telecommunication Services of Trinidad (T.S.T.T., Trinidad)
39. Aruba Airport Authority, Aruba
40. University of The West Indies Hospital, Jamaica
41. Grenada Co-operative Bank, Grenada
42. British Virgin Islands Electricity Corporation,
43. Bahamas Telephone Company (BATELCO)
44. Bank of St. Lucia, St. Lucia
45. Development Bank of St. Kitts & Nevis
46. Chase Manhattan Bank, U.S.A.
47. Barclays Bank (Various Countries)
48. National Commercial Bank (Various Countries)
49. Courts International Retail Group (Various Countries)
50. Deloitte & Touche, Cayman Islands
51. Government of Bermuda, Bermuda
52. MJB Airports Limited, Sangsters International Airport, Jamaica
53. U.S.V.I. Economic Development Authority, U.S.V.I.
54. Barbados Investment Development Corporation, Barbados
55. Carib Supplies Limited, Various Countries
56. Provo Water and Electricity Company,
57. The Mustique Company Ltd., St. Vincent
58. CaribSupply, St. Croix, U.S.V.I.
59. Texas Furniture Store, Aruba
60. Teachers' Credit Union, Bahamas
61. National Bank of Dominica
62. GOVT. of the Island Ter. of St. Maarten - Department of Public Works
63. National Insurance Services, St. Vincent
64. Caribbean Supermarket Ltd., Grenada
65. National Bank of Anguilla Ltd.
66. Caribbean Publishing Company, Cayman Islands
67. Cayman General Insurance Company Limited
68. National Roads Authority, Cayman Islands
69. Provo Water Company, Turks & Caicos
70. Jamaica Public Service Company Limited
71. Grenada Co-operative Bank Ltd., Grenada
72. CaribSupply Ltd, St. Kitts
73. Inland Revenue Department (Various Parishes) Jamaica
74. Teacher's Credit Union, Bahamas
75. National Bank of Dominica, Dominica
76. Jonas Browne & Hubbard Grenada, Ltd., Grenada
77. Treasury Department, Bahamas
78. St. Vincent Building & Loan Association, St. Vincent

CORPORATIONS WHO HAVE BENEFITED
www.cohenandklein.com

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79. National Insurance Services, St. Vincent
80. National Commercial Bank, St. Vincent
81. Development Bank of the Virgin Islands, Tortola
82. Caribbean Supermarket LTD., Grenada
83. Sol (Shell) Petroleum Ltd. (Various Countries)
84. Cayman General Insurance Company Ltd., Cayman Islands
85. Children & Youth Services (CAYS) Foundation, Cayman Islands
86. St. Ignatius Catholic Church, Cayman Islands
87. Commonwealth Building Supplies Ltd., Bahamas
88. Bahamas Hot Mix, Bahamas
89. Jamaica Public Service Company Ltd., Jamaica
90. The Winward Islands Bank Ltd., St. Maarten
91. National Insurance Scheme, Barbados
92. Ministry of France, Grand Turks & Caicos
93. Bank of Bahamas, Bahamas
94. Reserve Control Unit, Turks & Caicos
95. Government Employees Retirement Systems, US Virgin Islands
96. Tortola Exterminating Services Ltd., British Virgin Islands
97. Nevis Electricity Company Ltd., Nevis
98. Timothy Beach Resort, St. Kitts
99. Federation Media Group, St. Kitts
100. Cable Bahamas, Bahamas
101. J.S. Johnson & Co. Ltd., Bahamas
102. Ministry of Public Service, Bahamas
103. Cayman National Corporation, Cayman Islands
104. World Brands Services Ltd. (Grace Kennedy), Jamaica
105. The Ritz-Carlton Golf and Spa Resort, Jamaica
106. Department of Statistics, Bahamas
107. Inland Revenue Department, Jamaica
108. B&B Distribution, Barbados
109. Department of Immigration, Grand Cayman Islands
110. Cable & Wireless, Anguilla
111. H.H.V. Whitechurch & Company Limited, Dominica
112. Contec-Construction Technologies, St. Kitts
113. Antigua & Barbuda Development Bank, Antigua
114. BVI Social Security Board, British Virgin Islands
115. Samuels Richardson & Co., British Virgin Islands
116. CaribSupply Ltd., St Kitts
117. Treasury Department, Bahamas
118. Jonas Browne & Hubbard Grenada Ltd, Grenada
119. St. Vincent Building & Loan Association
120. National Insurance Services, St. Vincent
121. National Commercial Bank, St. Vincent
122. Her Majesty Prison, Bahamas
123. Pictet Bank & Trust Limited, Bahamas
124. Caribbean Supermarket Ltd., Grenada
125. Summit Insurance Company, Bahamas
126. RBTT Bank, Trinidad
127. NCB, Kingston, Jamaica
128. Civil Aviation Authority, Kingston, Jamaica
129. O'Neal Webster Law Office, Tortola, BVI
130. National Insurance Board (Turks & Caicos Islands)
131. Mount Gay Distilleries Ltd, Barbados
132. National Irrigation Commission Ltd., Jamaica
133. Royal Bank of Canada, Andros, Bahamas
134. Royal Turks and Caicos Police Force, Turks & Caicos Islands
135. Turks and Caicos GOVT-National Drug Unit, TURKS & CAICOS ISLANDS
136. Turks and Caicos GOVT-Ministry of Finance, TURKS & CAICOS ISLANDS
137. Health Authority of Anguilla, Anguilla
138. Anguilla Development Board, Anguilla
139. Land Development Survey Services Ltd., Anguilla
140. Fidelity Bank, Cayman Islands
141. Affinity Personnel Solutions, Cayman Islands
142. Cayman Islands Health Services Authority, Cayman Islands
143. Cayman Islands Government-DEPT. of Agriculture, Cayman Islands
144. Montserrat Port Authority, Montserrat
145. Bermuda Small Business Development Corporation, Bermuda
146. Department of Social Insurance, Bermuda
147. Office of the Tax Commissioner, Bermuda
148. Atlantic Insurance Co. Ltd., Belize
149. Social Security Board of Antigua & Barbuda, Antigua & Barbuda
150. Community First Credit Union, Antigua & Barbuda
151. Cable & Wireless (St. Kitts), St. Kitts & Nevis
152. The Bank of Nevis, St. Kitts & Nevis
153. Innovative Business Systems, United States Virgin Islands
154. Saint Lucia Air and Sea Ports Authority, St. Lucia
155. ING Bank, Curacao
156. Bahamas Utilities Commission

PRACTICAL AND COMPREHENSIVE
CUSTOMIZED TRAINING

COURSE REGISTRATION FORM

Full Name: _____ Your title/position: _____

Company Name: _____ Mailing Address: _____

City: _____ State: _____ Zip: _____ Country: _____

Home Phone: _____ Work Phone: _____

E-mail Address: _____ Fax No. _____

Payment of \$ _____ Purchase Order No. _____ Certified Check Or Money Order No. _____ (Payable to: Cohen & Klein Consulting, Inc.) Visa M/C A/E Diners Credit Card No. _____ Expiration Date: _____

Name of Authorized Person: _____ Transaction Date: _____

Signature of Authorized Person: Identification _____

2008 Training Schedule (Select your locations and dates)

Course Title	On-Site Or In-House Training Can Be Arranged	Seminar Location	Duration Date	Cost
1 (CK 500) Credit & Collection Management - Consumer & Commercial				US \$1870.00
2 (CK 600) Debt Collection Management - Managers & Supervisors				US \$1870.00
3 (CK 700) Debt Collection Strategies for New & Experience Collectors				US \$1750.00
4 (CK 800) Customer Service, Marketing & Sales Techniques				US \$1285.00
5 (CK 1000) Marketing and Public Relations for Hotel & Hospitality				US \$1780.00
6 (CK 1100) Marketing & Public Relations - Private & Public Sector Corporations				US \$1780.00
7 (CK 1200) Hotel and Hospitality Operations and Supervision				US \$1375.00
8 (CK 1400) Human Resource Management - Private & Public Sector Corporations				US \$1780.00
9 (CK 1600) Sexual Harassment and Discrimination Compliance Procedures				US \$720.00
10 (CK 1800) Customer Service and Airport Security Screening Procedures				US \$1480.00
11 (CK 2000) Supervisory Management Techniques - Private & Public Sector Corp.				US \$1485.00
12 (CK 2007) Training Design & Presentation Delivery (Train the Trainer)				US \$1870.00
13 (CK 2009) Management Strategies & Techniques				US \$1870.00
14 (CK 2100) Project Management & Time Management				US \$1870.00
15 (CK 3000) Risk Management Procedure & Techniques				US \$1870.00
17 (CK 3200) Crisis Management Procedure & Techniques				US \$1870.00
18 (CK 3500) Hotel Front Desk Operations and Supervision				US \$680.00
19 (CK 3800) Hotel Housekeeping and Laundry Operations Supervision				US \$680.00
20 (CK 3900) Hotel Food and Beverage Procedures and Supervision				US \$680.00
21 (CK 4000) Disaster Preparedness Supervision and Management				US \$1870.00
22 (CK 4500) Anti-Money Laundering Compliance Procedures and Supervision				US \$1870.00
23 (CK 4600) Payments and Securities Systems Management				US \$1780.00
24 (CK 4700) Business Continuity Planning Procedures and Supervision				US \$1870.00
25 (CK 4900) Fraud and Loss Prevention Supervision - Banking and Financial				US \$1780.00
26 (CK 5100) Performance Review Management				US \$1480.00
27 (CK 5200) Call Center Management and Supervision				US \$1780.00
28 (CK 5600) Customer Service Management and Supervision				US \$1780.00
29 (CK 5900) Banking and Financial Services Management				US \$1870.00
30				

(Registration Deadline on Page #1)

Phone: (954) 731-6340 • Fax: (954) 731-6606

List of Available Courses and Training Locations for 2008 (Select your locations and dates)

see inside brochure for more details:

Course Title		Seminar Locations
1	CK 300 Healthcare Collection Techniques for Healthcare & Hospital Staff- Caribbean	Location to be announced
2	CK 400 Healthcare Collection Management for Managers & Supervisors- Caribbean Topics	Location to be announced
3	CK 500 Credit & Collection Management (Consumer and Collection Topics for Managers & Supervisors)	Florida
4	CK 600 Debt Collection Management Strategies for Managers & Supervisors	Kingston, Jamaica and Florida
5	CK 700 Debt Collection Strategies & Techniques for New & Experienced Collectors	Kingston, Jamaica, St. Lucia, Florida, St. Maarten
6	CK 800 Customer Service, Marketing & Sales Techniques for Sales & Customer Service Representatives and all Front Line Staff	St. Kitts, Grenada, St. Lucia, St. Maarten. USVI
7	CK 900 Customer Services & Communication Techniques for Hotel & Hospitality Industry Front Line Staff	Location to be announced
8	CK 1000 Marketing & Public Relations Techniques for Hotel & Hospitality Industry - Managers & Supervisors	Montego Bay, Jamaica
9	CK 1100 Marketing & Public Relation Techniques for Public & Private Sector Corporations - Managers & Supervisors	Florida
10	CK 1200 Hotel & Hospitality Operation for the 21 st Century for Managers & Supervisors	St. Maarten or USVI
11	CK 1300 Human Resources Management for Hotel & Hospitality Industry Managers & Supervisors	Location to be announced
12	CK 1400 Human Resources Management for Private & Public Sector Corporations for Managers & Supervisors	Florida, USVI, St. Kitts
13	CK 1500 Hospitality Law: Hotel, Travel & Tourism Industry	Location to be announced
14	CK 1600 Sexual Harassment & Discrimination Compliance for Hotel & Hospitality Industry for Managers & Supervisors	Antigua (Two Sessions) (Two Seperate Dates)
15	CK 1700 Sexual Harassment & Discrimination Compliance for Private & Public Sector Corporations for Managers & Supervisors	Location to be announced
16	CK 1800 Customer Service Techniques for Airports Front Line Staff, as well as, Customs & Immigration Officers	St. Maarten(Two Sessions) (Two Seperate Dates)
17	CK 2000 Supervisory Management Techniques for Private & Public Sector Corporat	Florida, St. Kitts, St. Lucia, Dominica, USVI
18	CK 2001 Supervisory Management Techniques for Hotel & Hospitality Industry	Location to be announced
19	CK 2002 Stress & Time Management Techniques for Managers & Supervisors	Location to be announced
20	CK 2003 Leadership & Communication Techniques for Managers & Supervisors	Location to be announced
21	CK 2004 Coaching, Mentoring & Teambuilding Techniques for Managers & Supervisors	Location to be announced
22	CK 2005 Recruitment, Interviewing & Selection Process Techniques for Managers & Supervisors	Location to be announced
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		CORPORATIONS WHO HAVE BENEFITED www.cohenandklein.com .
23	CK 2007 Training Design and Presentation Delivery (Train the Trainer)	Florida or Antigua
24	CK 2009 Management Strategies & Techniques for Managers & Supervisors	St. Maartens, USVI
25	CK 2100 Project Management & Goal Setting Strategies	Grenada
26	CK 2200 Hotel Reservation & Customer Service Procedures for Front Line Staff	
27	CK 2300 Housekeeping & Customer Service Procedures	Location to be announced
28	CK 2400 Loss Prevention & Hotel Security Procedures	Location to be announced
29	CK 2500 Small Business Formation & Development for Newer Inexperienced Business Owners	Location to be announced
30	CK 2600 Teambuilding & Empowerment Techniques for Team Leaders & Supervisors	Location to be announced
31	CK 2700 Administrative Assistant Procedures for All Clerical Staff	Location to be announced
32	CK 2800 Call Center (Telemarketing) & Sales Procedures for Call Centers for Front Line Staff	Location to be announced
33	CK 2900 Pharmacy Technician Procedures	Location to be announced
34	CK 3000 Risk Management Procedures & Techniques	Jamaica, Montego Bay and Florida
35	CK 3100 Consulting Management Strategies	Location to be announced
36	CK 3200 Crisis Management Procedures & Techniques	Florida,
37	CK 3500 Hotel Front Desk Operations	St. Maarten, USVI
38	CK 3600 Hotel Safety & Security	Location to be announced
39	CK 3700 Hotel Maintenance & Repair	Location to be announced
40	CK 3800 Housekeeping & Laundry Operations Housekeeping Standards & Procedures	St. Maarten, USVI
41	CK 3900 Food & Beverage Procedures - Standards Operating Procedures	St. Maarten, USVI
42	CK 4000 Disaster Preparedness Procedures & Strategies	St. Maarten
43	CK 4500 Anti-Money Laundering Supervision and Compliance	St. Lucia or Florida
44	CK 4600 Payment and Securities Systems Management (For Banks & Financial Sectors)	St. Lucia
45	CK 4700 Business Continuity Planning and Management	St. Lucia, Florida
46	CK 4900 Fraud and Loss Prevention Supervision (For Banks & Financial Sectors)	St. Lucia
47	CK 5100 Performance Review Management	Barbados, St. Kitts, Florida, St. Maarten, Dominica, Jamaica
48	CK 5200 Call Center Supervision and Management	Jamaica, Florida
49	CK 5600 Customer Service Supervision and Management	St. Kitts
50	CK 5900 Banking and Financial Services Management (For Banks & Financial Sectors)	Grenada