

Cohen & Klein Consulting, Inc.



www.cohenandklein.com

*Customized Training for all
Utility Companies and Corporations*

In-house and on-site training
can be arranged for these courses



The Most Practical and Comprehensive Revenue Management Training

- All Electricity Providers • All Water Providers
- All Telephone Service Providers - Land Lines and Cell Phones
- Cable Channel and Internet Providers

CK 600A Debt Collection and Revenue Management for Utility Corporations, Managers and Supervisors

This workshop was designed to:

- Reduce operating expenses
- Increase revenue and profits
- Increase and improve productivity
- Reduce delinquent accounts

** Plus many other topics*

CK 700A Debt Collections Strategies and Techniques For New and Experienced Collectors, Call Center and Compliance officers

This workshop was designed to address:

- Debt collection strategies
- Customer service concerns
- Billing dispute resolutions
- Compliance and regulatory concerns
- Increase cash flow
- Reduce delinquent accounts

** Plus many other topics*

CK 5600A Call Center and Customer Service Management For Utility Corporation Managers and Supervisors

This workshop was designed to:

- Measure Quality and Performance of Customer Service and Call Centers
- Manage and Motivate Customer Service Staff
- Customer Service Employees Productivity
- Achieve Efficiency methods of call centers

** Plus many other topics*

Training Locations and Dates

Three Locations to Choose from:

CK 700A Debt Collection Strategies and Techniques
Kingston, Jamaica Jan 12-14

CK 700A Debt Collection Strategies and Techniques
Kingston, Jamaica Feb 16-18

CK 700A Debt Collection Strategies and Techniques
Fort Lauderdale, Florida March 4-6

CK 600A Debt Collection and Revenue Management
Kingston, Jamaica Feb 1-4

CK 600A Debt Collection and Revenue Management
Fort Lauderdale, Florida Feb 1-4

CK 5600A Call Center and Contact Center Management
Fort Lauderdale, Florida July 6-8

CK 5600A Call Center and Contact Center Management
Barbados July 6-8

5 EASY WAYS TO REGISTER

- 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 registration and payment information to collect@gate.net
- 5) Web site registration at www.cohenandklein.com

CK 700A - Debt Collection Strategies and Techniques

Who Should Attend This Training:

- Public and Private Sector Utility Corporations.
- Accounts Receivables, Debt Collection and Compliance Officers.
- All Utility Corporations with Debt Collection Concerns.

The Course to Increase your Revenue and cash-flow

Some Topics To Be Covered

Utility Regulatory Compliance Procedures and Standards

- ◆ 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 Several Other Topics!

TRAINING LOCATION AND HOTEL ACCOMODATIONS:

US \$1780.00
Tuition, Manuals
& Lunch

THE IDEAL TRAINING
FOR NEW AND
EXPERIENCED UTILITY
CORPORATION
COLLECTORS

Time:
9:00 am - 4:30 pm

CK 600A - Debt Collection and Revenue Management

Who Should Attend This Training:

- All Public and Private Sector Utility Corporations
- Accounts Receivables as well as Credit and Collection Managers and Supervisors Of Utility Corporations
- All other Utility Corporations with Revenue Management and Collection Concerns

New and Revised Collection Approach

Some Topics To Be Covered

Utility Regulatory Compliance Procedures and Standards

- ◆ 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 Several Other Topics!

TRAINING LOCATION AND HOTEL ACCOMODATIONS:

US \$1895.00
Tuition, Manuals
& Lunch

Time:
9:00 am - 4:30 pm

THE MOST PRACTICAL AND COMPREHENSIVE
REVENUE MANAGEMENT TRAINING FOR
UTILITY CORPORATIONS

CK 5600A - Call Center and Contact Center Management

Who Should Attend This Training:

- All Private and Public Sector Utility Corporations
- All Utility Customer Service, Call Center, Sales and Marketing Managers and Supervisors



THE IDEAL TRAINING TO GIVE UTILITY CORPORATIONS THE COMPETITIVE ADVANTAGE

Some Topics To Be Covered

On-Site Or In-House Training Can Be Arranged

Utility Regulatory Compliance Procedures and Standards

- ◆ 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
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- ◆ COMMUNICATING WITH YOUR CUSTOMERS EFFECTIVELY
- ◆ ESTABLISHING SERVICE STANDARDS
- ◆ BUILDING A CUSTOMER SERVICE TEAM
- ◆ **Plus Several Other Topics!**



UTILITY CUSTOMER SERVICE MANAGEMENT PROCEDURES FOR THE 21ST CENTURY

TRAINING LOCATION AND HOTEL ACCOMODATIONS:

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)

Visa M/C A/E Diners Credit Card No. _____ Expiration Date: _____

Name of Authorized Person: _____ Transaction Date: _____

Signature of Authorized Person: Identification _____

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 700A Debt Collection Strategies and Techniques		Kingston, Jamaica	Jan 12-14	\$1780.00
2 CK 700A Debt Collection Strategies and Techniques		Kingston, Jamaica	Feb 16-18	\$1780.00
3 CK 700A Debt Collection Strategies and Techniques		Fort Lauderdale, Florida	March 4-6	\$1780.00
4 CK 600A Debt Collection and Revenue Management		Kingston, Jamaica	Feb 1-4	\$1895.00
5 CK 600A Debt Collection and Revenue Management		Fort Lauderdale, Florida	Feb 1-4	\$1895.00
6 CK 5600A Call Center and Contact Center Management		Fort Lauderdale, Florida	July 6-8	\$1895.00
7 CK 5600A Call Center and Contact Center Management		Barbados	July 6-8	\$1895.00

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

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|---|--|---|
| 1. Central Bank Of Trinidad & Tobago, Trinidad | 14. Airport Authority of Jamaica, Jamaica | 27. Nevis Cooperative Credit Union, St. Kitts |
| 2. Ministry Of Financial Services & Investment, Bahamas | 15. Bank of Butterfield (Bermuda & Grand Cayman) | 28. Bermuda Telephone Company, Bermuda |
| 3. Water and Sewage Company Inc., St. Lucia | 16. Miami University Hospital, Florida | 29. Bahamas Development Bank, Bahamas |
| 4. Dominica Electricity Services, LTD, Dominica | 17. Royal Bank (Various Countries) | 30. Development Bank of the BVI |
| 5. Atlantic Bank Limited, Belize | 18. Nassau Guardian, Bahamas | 31. St. Lucia Co-Operative Bank, St. Lucia |
| 6. Nevis Electricity Company Ltd, St. Kitts | 19. Bank of Bermuda, Bermuda | 32. Belize Bank, Belize |
| 7. Grenada Co-operative Bank Ltd, Grenada | 20. Florida Atlantic University, U.S.A. | 33. US Virgin Islands Water & Power Authority |
| 8. United Telecommunication Services, St. Maarten | 21. Florida International University, U.S.A. | 34. Tell-Cel, St. Maarten |
| 9. Bahamas Electricity Corp., Bahamas | 22. Nova Southeastern University, U.S.A. | 35. Princess Juliana International Airport |
| 10. Dacosta Mannings Inc., Barbados | 23. Cable & Wireless (Various Countries) | 36. Caribbean Commercial Bank, Barbados |
| 11. Cayman Islands Treasury Department, | 24. Bahamas Mortgage Corporation, Bahamas | 37. Antigua Commercial Bank, Antigua |
| 12. Cayman National Bank, Cayman Islands | 25. Workers Bank Bahamas, Bahamas | 38. Telecommunication Services of Trinidad |
| 13. National Insurance Scheme, St. Lucia and Barbados | 26. Texaco Bahamas, Bahamas | 39. Aruba Airport Authority, Aruba |

A Partial List of Testimonials - See More at www.cohenandklein.com

CK 700 Debt Collection Strategies Every aspect of this program offer in-depth insight into debt collection as a career and as a whole. The trainer displayed his experience in this aspect of business with much precision and is capable of coaching, mentoring and imparting his knowledge with confidence.

Colleen Zephirin, Credit & Collections Clerk, Karib Cable, St. Lucia

CK 700-Debt Collection Strategies & Techniques

The steps necessary for a professional and systematic approach to collection were most valuable to me. I am now able to handle debt collection more systematically and professionally for more effective results. This training will definitely benefit organizations in controlling how staff approaches the debt collection process.

Terrence D' Auvergne, Sales Executive, Sol (Shell) Petroleum Ltd., St. Lucia

CK 700-Debt Collection Strategies & Techniques

The course was very detailed. It outlined how to prepare for the collection call, the different collection codes, collection software and the different types of collection letters. I am considering restructuring the letters that are sent out to our clients. The instructor is very knowledgeable and knows the material.

Shirley Cooper, Credit and Collections Manager, Cable Bahamas, Bahamas

CK 2000 – Supervisory Management Techniques

The training showed me clear steps on how to organize, plan and follow through with great emphasis placed on patience and inclusion of staff contribution. These are areas that I need to practice if I'm going to become more effective at my job. The instructor was an excellent communicator, the information was clear, informative and his interactive style augers well for trainings such as this.

Lenore Murray, Cash Management Controller – Antigua Public Utilities Authority Clerk II - Antigua Public Utilities Authority

CK600 – Debt Collections & Revenue Management

Very interesting and very relevant to my job responsibilities. I especially appreciated that it included some aspect of customer service training as well. With more persons exposed to this level of training then our vision in the company would be the same.

Maureen Walcott, Customer Service Supervisor; Barbados Light & Power Co. Ltd.

CK700 – Debt Collection Strategies

The program was excellent. I believe my entire department will learn and benefit from it. The instructor simplified the training with explanations that made everything easy to comprehend. There will definitely be adjustments and improvement to my work.

Rachael Taitt, Credit Control Clerk; Barbados Light & Power Co. Ltd.

CK 2600 - Team Building & Empowerment Techniques

The most valuable aspect of this training was the one-on-one participation. The enthusiasm was good and the interest level was high. The atmosphere was relaxed and motivational.

Cleo Christian, Senior Accountant, British Virgin Island Electricity Corporation, British Virgin Islands

CK 700 - Debt Collection Strategies & Techniques

This was an excellent program; very detailed and informative. This program would definitely improve my effectiveness. I learned a vast quantity of information about debt collection techniques that would be very useful to my job description. I would recommend this course to others because it can help in their day to day operations in debt collection management. The instructor was very kind and patient and has compassion in what he is teaching. I would love to attend another course in the near future.

Tashie Lee, Collections Agent, Jamaica Public Service, Jamaica

CK 700 - Debt Collection Strategies & Techniques

This was an empowering training course. I believe others should take this course because all collection agents or clerks should be trained in debt collections. It will improve the results in collecting debts and reduce the risk of high arrears. This program would definitely improve my effectiveness because it will allow me to take a more pro-active approach to debt collection. The instructor is well experienced and competent in his delivery of the course.

Hugo Thomas, Collections Clerk, Jamaica Public Service Company, Jamaica

CK 600 - Debt Collection Management Strategies

This training is of high level and I would recommend this course to all debt collection departments. There are many collection procedures that I have learnt from this course. I now can effectively manage my staff and collect from clients by executing the procedures. Overall the training was excellent.

Erwin Martina Manager of Accounts Receivables & Collections, Telem, St. Maarten

CK4700 Business Continuity Planning Procedures & Supervision

The program has made me more aware of some information, principles and opinions that need to be considered when putting IT disaster recovery plans in place. The information presented is critical to all businesses for their continuity and preparation for disasters. The instructor is very knowledgeable and very enthusiastic about the subject and presentations.

Carl Maynard, Information Technology Manager - Dominica Electricity Services Ltd.