

# COHEN & KLEIN CONSULTING, INC.

## Two Locations:

30 Wall Street, 8th Floor, New York, New York 10005-2205

Telephone: 212-709-8026 / Fax: 212-943-2300

8362 Pines Boulevard, Pembroke Pines, FL 33024

Telephone: 954-731-6340 / Fax: 954-731-6606

Website: [www.cohenandklein.com](http://www.cohenandklein.com)

Email: [collect@gate.net](mailto:collect@gate.net) - [cohenandklein@cohenandklein.com](mailto:cohenandklein@cohenandklein.com)

## **PROFESSIONAL & INNOVATIVE TRAINING**

*Over 600 Customized Industry Courses with Proven Results!*

***Over 30 Debt Collection Management Training Courses***

*National economic advancement is meaningless without relevant training*

*The most comprehensive training programs to improve efficiency and increase productivity.*

No.	CK	Duration	Course Name
1.	100	4 days	Healthcare Collections Techniques for Healthcare and Hospital Managers and Supervisors
2.	300	4 days	Healthcare Collections Techniques for New And Experienced Employees
3.	200	4 days	Healthcare Collections Management for Managers and Supervisors
4.	400	4 days	Healthcare Collections Management for Managers and Supervisors
5.	200-0	4 days	Healthcare Collections Management for New and Experienced Employees
6.	500	4 days	Credit and Collections Management for Managers and Supervisors
7.	500-0	4 days	Credit and Collections Management for New and Experienced Employees
8.	600	4 days	Debt Collections and Revenue Management for Managers and Supervisors
9.	600-0	4 days	Debt Collections and Revenue Management for New and Experienced Employees
10.	600A	4 days	Debt Collections and Revenue Management for Utility Corporations Managers and Supervisors
11.	600A-0	4 days	Debt Collections and Revenue Management for Utility Corporations New and Experienced Agents
12.	600M	4 days	Revenue Management for Regional Medical Health Systems Managers and Supervisors
13.	600M-0	4 days	Debt Collections and Revenue Management for Utility Corporations for New and Experienced Agents
14.	600N	4 days	Revenue Management for National Insurance Schemes (NIS) Managers and Supervisor

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15.	600N-0	4 days	Revenue Management for National Insurance Schemes (NIS) New and Experienced Staff
16.	700	4 days	Debt Collections Strategies and Techniques for Managers and Supervisors
17.	700-0	4 days	Debt Collections Strategies and Techniques for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives
18.	CK 700A	4 days	Debt Collections Strategies and Techniques for Utility Corporations for Managers and Supervisors
19.	CK 700A-0	4 days	Debt Collections Strategies and Techniques for Utility Corporations for New and Experienced Agents
20.	CK 6114G	4 days	Government Tax, Debt Collections and Revenue Management Procedures for Managers and Supervisors
21.	CK 6114G-0	4 days	Government Tax, Debt Collections and Revenue Management Procedures for New and Experienced Agents
22.	CK 6124	4 days	Government Revenue, Taxes and Debt Collections Procedures for Managers and Supervisors
23.	CK 6124-0	4 days	Government Revenue, Tax and Debt Collections Procedures for New and Experienced Agents
24.	CK 6124G	4 days	Government Revenue, Tax and Debt Collections Procedures for Tax Compliance Officers
25.	CK 6124G-0	4 days	Government Revenue, Tax and Debt Collections Procedures for New and Experienced Collectors and Tax Compliance Officers
26.	CK 6144	4 days	Loan Modification and Collections Management Procedures for Managers and Supervisors in Financial Institutions
27.	CK 6144-0	4 days	Loan Modification and Collections Procedures for Financial Institutions for New and Experienced Staff
28.	CK 6211	4 days	Credit Union Revenue Management Procedures for Managers and

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			Supervisors
29.	CK 6211-0	4 days	Credit Union Revenue Management Procedures for New and Experienced Staff
30.	CK 6211	4 days	Banks Revenue Management Procedures for Managers and Supervisors
31.	CK 6211-0	4 days	Banks Revenue Management Procedures for New and Experienced Staff
32.	CK 6215	4 days	Air Crafts and Planes Registration Revenue Management Procedures for Managers and Supervisors
33.	CK 6215-0	4 days	Air Crafts and Planes Registration Revenue Management Procedures for New and Experienced Staff
34.	CK 6216	4 days	Credit Union Revenue Management Procedures for Managers and Supervisors
35.	CK 6216-0	4 days	Credit Union Revenue Management Procedures for New and Experienced Agents
36.	CK 6242	4 days	Debt Collections Management, Credit Procedures, and Loan Modification Procedures for Managers and Supervisors
37.	CK 6242-0	4 days	Debt Collections Management, Credit Procedures, and Loan Modification Procedures for New and Experienced Agents
38.	CK 6243	4 days	Government Revenue, Tax Compliance Collections Management for Managers and Supervisors
39.	CK 6243-0	4 days	Government Revenue, Tax Compliance Collections Management for New and Experienced Agents
40.	CK 6295	4 days	Disaster Recovery Fund Management for Managers and Supervisors
41.	CK 6295-0	4 days	Disaster Recovery Fund Management for New and Experienced Agents

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42.	CK 6339	4 days	Micro-Financing Management Procedures for Managers and Supervisors
43.	CK 6339-0	4 days	Micro-Financing Management Procedures for New and Experienced Agents
44.	CK 6340	4 days	Micro-Financing Credit and Collections Management Procedures for Managers and Supervisors
45.	CK 6340-0	4 days	Micro-Financing Credit and Collections Management Procedures for New and Experienced Agents
46.	CK 6341	4 days	Micro-Financing Risk and Crisis Management Procedures for Managers and Supervisors
47.	CK 6342	4 days	Micro-Financing Debt Collections & Revenue Management Procedures for New and Experienced Managers and Supervisors
48.	CK 6343	4 days	Micro-Financing Debt Collections Procedures for New and Experienced Collectors and Agents
49.	CK 6347	4 days	Micro-Financing Credit Bureau Operations Management for Managers and Supervisors
50.	CK 6347-0	4 days	Micro-Financing Credit Bureau Operations Management for New and Experienced Agents
51.	CK 6395	4 days	Government Revenue and VAT Collections Management for Managers and Supervisors
52.	CK 6395-0	4 days	Government Revenue and VAT Collections Management for New and Experienced Agents
53.	CK 6396	4 days	Municipalities Revenue Collections Management for Managers and Supervisors
54.	CK 6396-0	4 days	Municipalities Revenue Collections Management for New and Experienced Agents
55.	CK 6456	4 days	Government Debt Operations Management for Managers and Supervisors

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56.	CK 6456-0	4 days	Government Debt Operations Management for New and Experienced Agents
57.	CK 6462	4 days	Government Tax Administration Management for Managers and Supervisors
58.	CK 6462-0	4 days	Government Tax Administration Management for New and Experienced Agents
59.	CK 6480	4 days	Government Hotel Tax Collections Management for Managers and Supervisors
60.	CK 6480-0	4 days	Government Hotel Tax Collections Management for New and Experienced Agents
61.	CK 6481	4 days	Government VAT Tax Collections Management for Managers and Supervisors
62.	CK 6481-0	4 days	Government VAT Tax Collections Management for New and Experienced Agents
63.	CK 6482	4 days	Government Real Estate Tax Collections Management for Managers and Supervisors
64.	CK 6482-0	4 days	Government Real Estate Tax Collections Management for New and Experienced Agents
65.	CK 6483	4 days	Government Traffic Tickets Collections Management for Managers and Supervisors
66.	CK 6483-0	4 days	Government Traffic Tickets Collections Management for New and Experienced Agents
67.	CK 6484	4 days	Government Housing Loan Collections Management for Managers and Supervisors
68.	CK 6484-0	4 days	Government Housing Loan Collections Management for New and Experienced Agents
69.	CK 6485	4 days	Government Sea Ports Revenue Collections Management for Managers and Supervisors

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70.	CK 6485-0	4 days	Government Sea Ports Revenue Collections Management for New and Experienced Agents
71.	CK 6486	4 days	Government Student Loans Collections Management for Managers and Supervisors
72.	CK 6486-0	4 days	Government Student Loans Collections Management for New and Experienced Agents
73.	CK 6488	4 days	Mortgage Loans Collections Management for Managers and Supervisors
74.	CK 6488-0	4 days	Mortgage Loans Collections Management for New and Experienced Agents
75.	CK 6489	4 days	Commercial Bank Loans Collections Management for Managers and Supervisors
76.	CK 6489-0	4 days	Commercial Bank Loans Collections Management for New and Experienced Agents
77.	CK 6693	4 days	Airports Revenue Collections Management for Managers and Supervisors
78.	CK 6693-0	4 days	Airports Revenue Collections Management for New and Experienced Agents
79.	CK 6694	4 days	Sea Ports Revenue Collections Management for Managers and Supervisors
80.	CK 6694-0	4 days	Sea Ports Revenue Collections Management for New and Experienced Agents
81.	CK 6695	4 days	Government Tourism Revenue and Tax Collections Management for Managers and Supervisors
82.	CK 6695-0	4 days	Government Tourism Revenue and Tax Collections Management for New and Experienced Agents
83.	CK 6706	4 days	Mortgage Loans Revenue Management for Managers and Supervisors

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84.	CK 6706-0	4 days	Mortgage Loans Revenue Management for New and Experienced Agents
85.	CK 6725	4 days	Debt Collections & Revenue Management for Managers and Supervisors of Regional Health and Medical Benefits Schemes
86.	CK 6726	4 days	Debt Collections Strategies for New and Experienced Collectors, Credit Administrators, and Customer Service Representatives of Regional Health and Medical Benefits Schemes
87.	CK 6735	4 days	Debt Collections and Revenue Management for Managers and Supervisors in Retail, Wholesale, and Other Distribution Organizations
88.	CK 6736	4 days	Debt Collections Strategies and Techniques for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives in Retail, Wholesale, and Other Distribution Organizations
89.	CK 6849	4 days	Debt Collections and Revenue Management Procedures for Managers and Supervisors in the Hotel and Hospitality Industries
90.	CK 6850	4 days	Debt Collections and Revenue Management Procedures for New and Experienced Collectors, Back Office Employees, and Customer Support Staff in the Hotel and Hospitality Industries
91.	CK 6851	4 days	Debt Collections Management Procedures for Managers and Supervisors in Banks and Other Financial Institutions
92.	CK 6852	4 days	Debt Collections Management Procedures for New and Experienced Collectors, Back Office Employees, and Customer Support Staff in Banks and Other Financial Institutions
93.	CK 6853	4 days	Debt Collections Management Procedures for Managers and Supervisors in Public & Private Sector Hospitals
94.	CK 6854	4 days	Debt Collections Management Procedures for New and Experienced Collectors, Back Office Employees, and Customer

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			Support Staff in Public & Private Sector Hospitals
95.	CK 6900	4 days	Debt Collections Strategies and Techniques for New and Experienced Collectors, Credit Administrators, Customer Service & Sales Representatives in the Retail, Wholesale, and Other Service Providers/Distribution Organizations
96.	CK 6901	4 days	Debt Collections Strategies and Techniques for Managers & Supervisors in the Retail, Wholesale, and Other Service Providers/Distribution Organizations
97.	CK 6902	4 days	Real Estate Revenue Management Procedures for Managers and Supervisors
98.	CK 6903	4 days	Real Estate Revenue Management Procedures for New and Experienced Collectors, Back Office Employees, and Customer Support Staff
99.	CK 6904	4 days	Sea Ports Revenue Management Procedures for Managers and Supervisors
100.	CK 6905	4 days	Sea Ports Revenue Management Procedures for New and Experienced Collectors, Back Office Employees, and Customer Support Staff
101.	CK 6906	4 days	Airport Debt Collections and Revenue Management Procedures for Managers and Supervisors
102.	CK 6907	4 days	Airport Debt Collections and Revenue Management Procedures for New and Experienced Collectors, Back Office Employees, and Customer Support Staff
103.	CK 6908	4 days	Insurance Corporation Debt Collections and Revenue Management Procedures for Managers and Supervisors
104.	CK 6909	4 days	Insurance Corporation Debt Collections and Revenue Management Procedures for New and Experienced Collectors, Back Office Employees, and Customer Support Staff



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105.	CK 6910	4 days	Credit Card Debt Collections and Revenue Management Procedures for Managers and Supervisors in Banks and Other Financial Institutions
106.	CK 6911	4 days	Credit Card Debt Collections and Revenue Management Procedures for New and Experienced Collectors, Back Office Employees, and Customer Support Staff
107.	CK 7040	4 days	Commercial Loans Debt Collections and Revenue Management for Managers and Supervisors
108.	CK 7041	4 days	Commercial Loans Debt Collections and Revenue Management for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives
109.	CK 7042	4 days	Consumer Personal Loans and Debt Collections and Revenue Management for Managers and Supervisors
110.	CK 7043	4 days	Consumer Personal Loans and Debt Collections and Revenue Management for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives
111.	CK 7044	4 days	Time-Share Debt Collections and Revenue Management for Managers and Supervisors
112.	CK 7045	4 days	Time-Share Debt Collections and Revenue Management for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives
113.	CK 7046	4 days	Hotel and Hospitality Debt Collections and Revenue Management for Managers and Supervisors
114.	CK 7047	4 days	Hotel and Hospitality Debt Collections and Revenue Management for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives
115.	CK 7048	4 days	Student Loans Debt Collections and Revenue Management for Managers and Supervisors
116.	CK 7049	4 days	Student Loans Debt Collections and Revenue Management for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives

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117.	CK 7050	4 days	Hospitals and Medical Debt Collections and Revenue Management for Managers and Supervisors
118.	CK 7051	4 days	Hospitals and Medical Debt Collections and Revenue Management for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives
119.	CK 7052	4 days	Commercial Real Estate Debt Collections and Revenue Management for Managers and Supervisors
120.	CK 7053	4 days	Commercial Real Estate Debt Collections and Revenue Management for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives
121.	CK 7054	4 days	Residential Real Estate Debt Collections and Revenue Management for Managers and Supervisors
122.	CK 7055	4 days	Residential Real Estate Debt Collections and Revenue Management for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives
123.	CK 7056	4 days	Credit Card Debt Collections and Revenue Management Procedures for Managers and Supervisors
124.	CK 7057	4 days	Credit Card Debt Collections and Revenue Management Procedures for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives
125.	CK 7058	4 days	Medical and Healthcare Debt Collections and Revenue Management for Managers and Supervisors
126.	CK 7059	4 days	Medical and Healthcare Debt Collections and Revenue Management for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives
127.	CK 7060	4 days	Motor Vehicle Auto Loans Debt Collections and Revenue Management for Managers and Supervisors
128.	CK 7061	4 days	Motor Vehicle Auto Loans Debt Collections and Revenue Management for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives

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129.	CK 7062	4 days	Financial Institutions Debt Collections and Revenue Management Procedures for Managers and Supervisors
130.	CK 7063	4 days	Financial Institutions Debt Collections and Revenue Management Procedures for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives
131.	CK 7064	4 days	Cruise Industry Debt Collections and Revenue Management for Managers and Supervisors
132.	CK 7065	4 days	Cruise Industry Debt Collections and Revenue Management for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives
133.	CK 7066	4 days	Utility Corporations Debt Collections and Revenue Management Procedures for Managers and Supervisors
134.	CK 7067	4 days	Utility Corporations Debt Collections and Revenue Management Procedures for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives
135.	CK 7068	4 days	Airline Industry Debt Collections and Revenue Management Procedures for Managers and Supervisors
136.	CK 7069	4 days	Airline Industry Debt Collections and Revenue Management Procedures for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives
137.	CK 7070	4 days	Gas and Petroleum Debt Collections and Revenue Management Procedures for Managers and Supervisors
138.	CK 7071	4 days	Gas and Petroleum Debt Collections and Revenue Management Procedures for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives
139.	CK 7072	4 days	Micro Finance Debt Collections and Revenue Management Procedures for Managers and Supervisors
140.	CK 7073	4 days	Micro Finance Debt Collections and Revenue Management Procedures for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives

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141.	CK 7074	4 days	Retail and Wholesale Corporations Debt Collections and Revenue Management Procedures for Managers and Supervisors
142.	CK 7075	4 days	Retail and Wholesale Corporations Debt Collections and Revenue Management Procedures for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives
143.	CK 7076	4 days	Hire Purchase Providers Debt Collections and Revenue Management Procedures for Managers and Supervisors
144.	CK 7077	4 days	Hire Purchase Providers Debt Collections and Revenue Management Procedures for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives
145.	CK 7078	4 days	Civil Aviation Debt Collections and Revenue Management for Managers and Supervisors
146.	CK 7079	4 days	Civil Aviation Debt Collections and Revenue Management for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives
147.	CK 7080	4 days	City and Municipality Debt Collections and Revenue Management Procedures for Managers and Supervisors
148.	CK 7081	4 days	City and Municipality Debt Collections and Revenue Management Procedures for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives
149.	CK 7082	4 days	Traffic Tickets Debt Collections and Revenue Management Procedures for Managers and Supervisors
150.	CK 7083	4 days	Traffic Tickets Debt Collections and Revenue Management Procedures for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives
151.	CK 7084	4 days	National Insurance Debt Collections and Revenue Management Procedures for Managers and Supervisors
152.	CK 7085	4 days	National Insurance Debt Collections and Revenue Management

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			Procedures for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives
153.	CK 7086	4 days	National Housing Loans Debt Collections and Revenue Management Procedures for Managers and Supervisors
154.	CK 7087	4 days	National Housing Loans Debt Collections and Revenue Management Procedures for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives
155.	CK 7088	4 days	Credit Union Debt Collections and Revenue Management for Managers and Supervisors
156.	CK 7089	4 days	Credit Union Debt Collections and Revenue Management for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives
157.	CK 7091	4 days	College Tuitions Debt Collections and Revenue Management for Managers and Supervisors
158.	CK 7092	4 days	College Tuitions Debt Collections and Revenue Management for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives
159.	CK 7093	4 days	Building Societies Debt Collections and Revenue Management for Managers and Supervisors
160.	CK 7094	4 days	Building Societies Debt Collections and Revenue Management for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives
161.	CK 7095	4 days	Health Insurance Debt Collections and Revenue Management for Managers and Supervisors
162.	CK 7096	4 days	Health Insurance Debt Collections and Revenue Management for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives
163.	CK 7097	4 days	Micro Business Debt Collections and Revenue Management for

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			Managers and Supervisors
164.	CK 7998	4 days	Micro Business Debt Collections and Revenue Management for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives
165.	CK 7099	4 days	Commercial Banks Debt Collections and Revenue Management for Managers and Supervisors
166.	CK 7100	4 days	Commercial Banks Debt Collections and Revenue Management for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives
167.	CK 7101	4 days	Credit Union Debt Collections for Managers and Supervisors
168.	CK 7102	4 days	Credit Union Debt Collections for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives
169.	CK 7103	4 days	Development Banks Debt Collections and Revenue Management for Managers and Supervisors
170.	CK 7104	4 days	Development Banks Debt Collections and Revenue Management for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives
171.	CK 7105	4 days	Building Society Debt Collections and Revenue Management for Managers and Supervisors
172.	CK 7106	4 days	Building Society Debt Collections and Revenue Management for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives
173.	CK 7107	4 days	Electricity Corporations Debt Collections and Revenue Management for Managers and Supervisors
174.	CK 7108	4 days	Electricity Corporations Debt Collections and Revenue Management for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives

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175.	CK 7109	4 days	Telephone Corporations Debt Collection and Revenue Management for Managers and Supervisors
176.	CK 7110	4 days	Telephone Corporations Debt Collection and Revenue Management for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives
177.	CK 7111	4 days	Water Supply Corporations Debt Collection and Revenue Management for Managers and Supervisors
178.	CK 7112	4 days	Water Supply Corporations Debt Collection and Revenue Management for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives
179.	CK 7113	4 days	Cable Provider Debt Collection and Revenue Management for Managers and Supervisors
180.	CK 7114	4 days	Cable Provider Debt Collection and Revenue Management for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives
181.	CK 7115	4 days	Customs Revenue Management Procedures for Managers and Supervisors
182.	CK 7116	4 days	Customs Revenue Management Procedures for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives
183.	CK 7117	4 days	Sea Ports Revenue Management for Managers and Supervisors
184.	CK 7118	4 days	Sea Ports Revenue Management for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives
185.	CK 7119	4 days	Retail and Distribution Industry Revenue Management for Managers and Supervisors
186.	CK 7120	4 days	Retail and Distribution Industry Revenue Management for New And Experienced Collectors, Credit Administrators, Customer

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			Service and Sales Representatives
187.	CK 7121	4 days	Gas or Petroleum Revenue Management for Managers and Supervisors
188.	CK 7122	4 days	Gas or Petroleum Revenue Management for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives
189.	CK 7123	4 days	Medical Facilities Debt Collections and Revenue Management for Managers and Supervisors
190.	CK 7124	4 days	Medical Facilities Debt Collections and Revenue Management for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives
191.	CK 7125	4 days	Healthcare Corporations Debt Collections and Revenue Management for Managers and Supervisors
192.	CK 7126	4 days	Healthcare Corporations Debt Collections and Revenue Management for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives