

COHEN & KLEIN CONSULTING, INC.

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CUSTOMER SERVICE, SALES, & MARKETING COURSES

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

The most practical and comprehensive training in an interactive classroom setting.

No.	CK	Duration	Course Name
1.	800	4 days	Customer Services, Marketing, Sales and Public Relations Management Procedures
2.	800A	4 days	Customer Service, Sales, Marketing and Public Relations Procedures for Utility Corporations
3.	1000	4 days	Marketing and Public Relations Techniques for Hotel and Hospital Industry Managers and Supervisors
4.	1100	4 days	Marketing and Public Relation Management
5.	1100B	4 days	Advanced Marketing and Public Relation Management
6.	1800	4 days	Customer Service and Communication Techniques for Airport Front Line Staff, and Customs and Immigration Officers
7.	1900	4 days	Customer Service and Airport Security for Customs and Immigration Officers
8.	2200	4 days	Hotel Reservations and Customer Service Procedures for Front Line Staff
9.	2300	4 days	Housekeeping and Customer Service Procedures
10.	2800	4 days	Call Center (Telemarketing) and Sales Procedures for Call Centers Front Line Staff
11.	5600	4 days	Customer Service and Call Center Procedures for Customer Service Employees, as well as Collectors, Sales, Marketing, Credit and Back Office Employees
12.	5600A	4 days	Customer Service Management Procedures for Customer Service Employees, Collectors, Sales, Marketing, Credit and Back Office Employees, of Private and Public-Sector Utility Corporations
13.	5600G	4 days	Customer Service Management Procedures for Customer Service Employees, Collectors, Sales, Marketing, Credit and Back Office Employees, of Private and Public-Sector Utility Corporations

No.	CK	Duration	Course Name
14.	5600B	4 days	Advanced Customer Service Management Procedures for Customer Service Employees, Collectors, Sales, Marketing, Credit and Back Office Employees, of Private and Public-Sector Utility Corporations
15.	5900	4 days	Customer Service Management and Supervision
16.	6131	4 days	Airport and Seaports Customer Service Management
17.	6169	4 days	Mail Service Provider Operational Procedures and Customer Service (for Post Offices)
18.	6213	4 days	Credit Union Customer Service Management
19.	6220	4 days	Airport Immigration Customer Service Management
20.	6221	4 days	Airport Customs Customer Service Management
21.	6279	4 days	Sea Port Immigration Customer Service Management
22.	6280	4 days	Sea Port Customs Customer Service Management
23.	6281	4 days	Sea Port Immigration Customer Service Management
24.	6282	4 days	Sea Port Customs Customer Service Management
25.	*6351	4 days	Customer Relations Management
26.	6363	4 days	Sales and Customer Service Management
27.	6364	4 days	Public Relations and Communication Management
28.	6391	4 days	Customer Support Operations Procedures for Front-Line Staff
29.	6392	4 days	Customer Support Operations Management for Managers and Supervisors
30.	6467	4 days	Client Services Management
31.	6715	4-days	Customer Service Procedures and Management for Airline Employees
32.	6716	4-days	Customer Service Procedures and Management for Airport Employees
33.	6717	4-days	Customer Service Procedures and Management for Sea Ports Employees
34.			
35.			

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