

COHEN & KLEIN CONSULTING, INC.

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SALES AND CUSTOMER SERVICE MANAGEMENT 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.	2800	4 days	Call Center (Telemarketing) and Sales Procedures for Call Centers Front Line Staff
4.	5600	4 days	Customer Service and Call Center Procedures for Customer Service Employees, as well as Collectors, Sales, Marketing, Credit and Back Office Employees
5.	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
6.	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
7.	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
8.	6363	4 days	Sales and Customer Service Management
9.	6399	4 days	Call Center Supervisory Management

No.	CK	Duration	Course Name
10.	6467	4 days	Client Services Management
11.	1800	4 days	Customer Service and Communication Techniques for Airport Front Line Staff, and Customs and Immigration Officers
12.	1900	4 days	Customer Service and Airport Security for Customs and Immigration Officers
13.	2200	4 days	Hotel Reservations and Customer Service Procedures for Front Line Staff
14.	2300	4 days	Housekeeping and Customer Service Management
15.	6131	4 days	Airport and Sea Ports Customer Service Management
16.	6209	4-days	Airport Customer Service Management
17.	6213	4 days	Credit Union Customer Service Management
18.	6248	4 days	Hotel Customer Service Operations Management
19.	6279	4 days	Sea Ports Immigration Customer Service Management
20.	6280	4 days	Sea Ports Customs Customer Service Management
21.	6281	4 days	Sea Ports Immigration Customer Service Management
22.	6282	4 days	Sea Ports Customs Customer Service Management
23.	*6351	4 days	Customer Relations Management
24.	6353	4 days	Credit Card Customer Service Procedures for Financial Institutions
25.	6354	4 days	Credit Card Customer Service Management for Managers and Supervisors in Financial Institutions
26.	6363	4 days	Sales and Customer Service Management
27.	6365	4 days	Client and Customer Relations Management
28.	6368	4 days	Supermarket Supervisory Customer Service Management
29.	6374	4 days	Government Public Sector Customer Service Management
30.	6375	4 days	Public Sector Customer Service Procedures
31.	6379	4 days	Government Staff (Employees) Customer Service Management
32.	6380	4 days	Government Staff (Employees) Public Relations Management
33.	6382	4 days	Government Staff (Employees) Customer Service and Communication Management

No.	CK	Duration	Course Name
34.	6391	4 days	Customer Support Operations Procedures for Front-Line Staff
35.	6392	4 days	Customer Support Operations Management for Managers and Supervisors
36.	6425	4 days	Customer Service Communication Management
37.	6450	4 days	Customer Service and Support Management for Banks and Financial Institutions
38.	6715	4-days	Customer Service Procedures and Management for Airline Employees
39.	6716	4-days	Customer Service Procedures and Management for Airport Employees
40.	6717	4-days	Customer Service Procedures and Management for Sea Ports Employees
41.			
42.			

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Our Twenty-First Century Vision and Mission

21st Anniversary – with innovative and assertive globalized vision

Over 600 Customized Courses with proven results

From A to Z, is your corporation listed on our Website?