

COHEN & KLEIN CONSULTING, INC.

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CLIENT RELATIONSHIP 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.	2200	4 days	Hotel Reservations and Customer Service Procedures for Front Line Staff
2.	2300	4 days	Housekeeping and Customer Service Procedures
3.	5600	4 days	Customer Service and Call Center Procedures for Customer Service Employees, as well as Collectors, Sales, Marketing, Credit and Back Office Employees
4.	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
5.	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
6.	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
7.	5900	4 days	Customer Service Management and Supervision
8.	6131	4 days	Airport and Seaports Customer Service Management
9.	6169	4 days	Mail Service Provider Operational Procedures and Customer Service (for Post Offices)
10.	6213	4 days	Credit Union Customer Service Management
11.	6220	4 days	Airport Immigration Customer Service Management

No.	CK	Duration	Course Name
12.	6221	4 days	Airport Customs Customer Service Management
13.	6248	4 days	Hotel Customer Service Management
14.	6279	4 days	Sea Port Immigration Customer Service Management
15.	6280	4 days	Sea Port Customs Customer Service Management
16.	6281	4 days	Sea Port Immigration Customer Service Management
17.	6282	4 days	Sea Port Customs Customer Service Management
18.	6351	4 days	Customer Relations Management
19.	6353	4 days	Credit Card Customer Service Procedures for Financial Institutions
20.	6354	4 days	Credit Card Customer Service Management for Managers and Supervisors in Financial Institutions
21.	6363	4 days	Sales and Customer Service Management
22.	6365	4 days	Client and Customer Relationship Management
23.	6374	4 days	Government Public Sector Customer Service Management
24.	6375	4 days	Public Sector Customer Service Procedures
25.	6379	4 days	Government Staff (Employees) Customer Service Management Procedures
26.	6382	4 days	Government Staff (Employees) Customer Service and Communication Management Procedures
27.	6391	4 days	Customer Support Procedures for Front-Line Staff
28.	6392	4 days	Customer Support and Management for Managers and Supervisors
29.	6364	4 days	Public Relations and Communication Management
30.	6184	4 days	Shareholders Relationship Management

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