

Testimonials of recently concluded virtual (Online) Debt Collections & Revenue Management training courses -- Zoom Platform.

CK 7060 Motor Vehicle Auto Loans & Leasing Debt Collections & Revenue Management for Managers, Supervisors, Collectors, Credit Administrators and Back-Office Employees in Financial Institutions

Simpson Finance Ltd., & InterAmericana Trading Corporation

Regional Virtual Debt Collections & Revenue Management Zoom training courses recently completed: Simpson Finance Ltd., Barbados, Jamaica, Trinidad & Tobago and St. Lucia.

Cohen and Klein Consulting has responded to the training needs and priorities of our clients, as well as the global labor demand and supply for professionally trained debt collectors, managers and supervisors.

The “blueprint” and curriculum for over 100 virtual (online) customized industry debt collections and revenue management training courses is in the hands of Cohen and Klein Consulting, Inc.

With excellent quality, consistency, and innovative Virtual (online) Debt Collections and Revenue Management training courses, Cohen and Klein Consulting, Inc., has kept all its promises as stated in testimonials with proven results. Visit our website: www.cohenandklein.com.

Testimonials and proven results from participants.

Cohen & Klein Consulting's debt collections and revenue management training program was a very informative and interactive learning experience that was actually fun.

I wish we could repeat this training on a year-by-year basis I definitely gained a wealth of experience that I have implemented in my everyday job. I hope to achieve success in moving forward within the company.

**Allison Haynes Antrobus, Credit Officer, Simpson Finance Ltd.,
Warrens, St. Michael, Barbados**

It was nice to receive formal debt collections and revenue management training about the various procedure used in the collections calls and communication techniques that I often make to clients. Firstly, this was the most important part of my training as it taught me how to interact with our customers in a way that I can successfully negotiate and collect debts or delinquent accounts to enhance the company's cash flow.

The procedural steps taught, and the tips given by the instructor have been put into practice, and I am already seeing significant improvements in my collections results.

**Keisha Blackman, Credit Officer, Simpson Finance Ltd.,
Warrens, St. Michael, Barbados**

I love that I have received a comprehensive and customized debt collections and revenue management training manual that I can use in the future as a reference guide to ensure my effectiveness.

I would not change anything about this program as the program was informative and the instructor well-versed on the topics explored. I have already started to employ some of the policies and procedures that were taught to me and the results are excellent.

**Rhea Carrington, Credit Officer, Simpson Finance Ltd.,
Warrens, St. Michael, Barbados**

The entire debt collections and revenue management training program that I attended served as an excellent refresher course for me. For example, I can see where I can enhance my productivity with the use of graphs and charts.

All part of this training course were relevant. The course was very thorough and I learned a lot from the instructor who has a deep and clear understanding of regional and international laws which affect and govern this arena -- participants were encouraged to do the same.

The instructor's love of the subject matter was evident. His effusive manner and a wealth of knowledge about the subject matter was very "inspirational" to me.

Training fosters development; one can only benefit from skilled and knowledgeable instructor like the one we had in this course!

Susanne Clarke, Assistant Credit Manager, Simpson Finance Ltd., Warrens, St. Michael, Barbados

This debt collections and revenue management training program that I attended was of extreme value to me – I learned so much and enjoyed every minute of the sessions. It was very informative, and a real asset to have had this knowledge if you are going to be a professional and target-driven debt collector.

I learned so much more than I knew! After this course, I will have more tools now to get my job done more effectively and successfully. I now will be able do much more in reaching my customers, talking to them and following up in a timely manner to achieve goals and targets.

The instructor did an awesome job in delivering the message and made it fun. The instructor was excellent and made sure everyone understood the topics before moving on to another.

Sabrina S. Collymore, Credit Officer, Simpson Finance Ltd., Warrens, St. Michael, Barbados

This debt collections and revenue management training program that I recently attended, provided a ground-up approach for new and experienced collectors, while at the same time, served as a tool to improve the skills and knowledge of the experienced officers of the group.

A review of the receivables projects submitted by the various territories, provided phenomenal insights into the similarities, differences and expectations of each country. So, in my view, all aspects of this accounts receivables program were very relevant and valuable.

The training program also provided a comprehensive and detailed knowledge of what receivables entails, in addition to the tools and techniques required for optimal success.

The training program was well-designed, addressed the required objectives of the team, and met overall goals and standards.

The training instructor, is an “encyclopedia” of information, was extremely interactive and engaging throughout the entire training program. The trainer is passionate about teaching and ensured his delivery of information to all participants were understood.

Betty Johnson, Regional Credit Manager, Simpson Finance Ltd., Warrens, St. Michael, Barbados

All aspects of this debt collections and revenue management training program provided me with helpful tools and tips that I can adapt and improve my effectiveness.

The instructor was well-versed in debt collections and kept everyone in the class fully attentive and engaged!

Shanique John, Credit Controller, Simpson Finance Ltd., Warrens, St. Michael, Barbados

The sections regarding telephone etiquette and negotiation skills were the favorite part of the debt collections training program. It gave me valuable information on how I can become a better debt

collector, as well as tools and techniques that I can implement in my everyday work.

The instructor was very passionate about the course and it made for very lively interaction.

Alicia Jordan, Senior Credit Officer -- Loans, Simpson Finance Ltd., Warrens, St. Michael, Barbados

The most valuable part in this debt collections and revenue management training program, were the innovative strategies and techniques I learned to recover delinquent and outstanding debts.

This debt collections and revenue management training program will improve my effectiveness because it has given me the tools I need to recover debts and prevents further delinquencies. It has given me practical and creative examples on how to provide good customer service that I can also apply to my current job.

The training instructor was extremely enthusiastic, and definitely a “burst of energy,” that made learning fun, and reinforced conversation to spark participation. The examples that were provided by the training instructor were the types of metrics we can use to measure productivity.

I would recommend this training program because the instructor tailored the training to suit our everyday scenarios at work. It is easy to apply and useful in helping me to achieve more tangible productivity results and increase cashflow.

I learned a lot of useful techniques in this debt collections and revenue management training program. For example, I learned how to set goals and targets, and used collections strategies to achieve desired results. I learned new telephone strategies and effective collections letter-writing skills that will help to influence debtors to pay his/her accounts promptly, and thereby reducing bad debt losses within the organization. I learned how to provide excellent customer service to both internal and external customers in a polite and professional way, and how to form lasting relationships with them. This greatly contributes to overall achievement of goals within the company.

I would recommend this program because it is very informative, innovative, and can broaden one's knowledge and skills to help carry out one's duties and responsibilities as a professional employee.

I will discuss with my supervisor, ways to produce reports that are comprehensive and accurate about our debtors. I will also try to encourage incentives for the collectors to motivate and empower team efforts and achieve targeted results that are uniform in nature, to align with the company's vision and mission.

This debt collections and revenue management training program was welcomed and an investment to help me to perform my duties efficiently and improve my performance as a professional debt collector.

The instructor's teaching style was adequate for all participants to understand, and well-versed in the topics presented to ensure that attendees were attentive and interactive throughout the Zoom platform training sessions.

Savitri Odle, Credit Officer, Simpson Finance Ltd., Warrens, St. Michael, Barbados

To me, the most valuable things I learned from this debt collections and revenue management training program, were different ways to provide great customer service to our clients, strategic approaches that I can use to recover outstanding debts (examples that were provided by the instructor), as well as the types of metrics that can be utilized to measure one's productivity.

The instructor mentioned several examples on how to provide good customer service principles that I can apply to my current job, and the use metrics to review monthly performances.

The program will improve my effectiveness because it has given me tips, techniques, and step-by-step approaches to recover debts and prevent further delinquencies. So, everything discussed in this training program was extremely valuable.

The training instructor is extremely enthusiastic and added a “burst of energy,” to make learning fun, and I did not feel at a disadvantage throughout the entire training program! All topics were explained to the participants in an easily understood format.

I would recommend this program because the instructor tailored the material to benefit the scenarios that may occur at work. The examples used are useful, very practical, and helpful for me to achieve better results. .

It was quite enjoyable to attend this debt collections and revenue management training program – the instructor always emphasized class interaction and participation!

Chantal Griffith, Credit Controller, InterAmericana Trading Corporation, Warrens, St. Michael, Barbados

The discussions around target setting and the various techniques that can be utilized were excellent, as well as the critical information to look for when setting these targets.

It is my belief that this debt collections and revenue management training program has shown me the importance of my role within this business. It also demonstrated how it should be done more effectively and efficiently to get the best collections results.

For me, I will work on improving my strategic planning skills with regards to the collections process; I learned new ways to analyze the data from each customer. Overall, this was a very good training program that really drove home the importance of our roles and responsibilities within the organization.

Reydon Toppin, Credit Risk and Network Manager, InterAmericana Trading Corporation, Warrens, St. Michael, Barbados

This debt collections and revenue management training course covered a lot of different areas that I have encountered many times in the collections business. I learned how customer service representatives play a huge and significant role in every business.

We are considered the “front liners,” so the quality of customer service that we provide can make or break the business.

This training course was well-thought through and very well done!
Sartosha Dare-Nixon, Credit Supervisor, Simpson Finance (Jamaica) Ltd.

The most valuable part of this debt collections and revenue management training program was the topic on customer service procedures. Knowing how to communicate and interact with people, practicing my active listening skills, and responding accordingly, will not only benefit me on the job and personal life. I would recommend this program to others because it was effective and very appropriate – very well needed at this time.

I would highly recommend this program as it was very effective and filled with important information. Also, this is a training program that every company could benefit greatly. In so doing, any staff members in receivables or collections department would have a full and better understanding of his/her roles and responsibilities.

This was an exceptional training program. I also liked that the courses was presented with clarity and real-life examples were used by the instructor. Excellent job that exceeded my expectations!
Katri-Ann Levermore, Receivables Officer, Simpson Finance (Jamaica) Ltd.

The pandemic has caused major challenges in almost all industries, especially in the debt collections and revenue management field. This has resulted in many individuals defaulting on their loans, which makes collecting from debtors very difficult.

What I have learned in this course is that building and strengthening relationships with my clients is very important not only in this industry, but in all industries. Proper staff training is very important and vital to every successful business since debt collections require that all members be at the “top of their game.”

It is important that we stay professional at all times and identify the psychological barriers that impede communications between the clients and us.

The presenter's teaching style was very commendable and ensured that all participants understood the areas being discussed, as well being understood before moving to a new topic.

I have a lot of take-aways from this debt collections and revenue management training course that I have already begun to implement and practice on the job and now getting tangible results.

Clasmerle Spaulding, Receivables Officer, Simpson Finance (Jamaica) Ltd.

This debt collections and revenue management training program made me feel more confident about my job responsibilities as it is described and enforced what is required of me.

Also, this training program was very informative and well organized. The manual and handouts were essential for reinforcing the information, and the instructor ensured that we thoroughly understood each topic under discussion.

The various innovative, practical and creative collections process was quite meaningful to me at the end of the course, as it was on the first day! I have already implemented the steps and procedures of our debt collections in my daily routine. Now, I have all the material needed to allow me to do my job to achieve maximum productivity and efficiency.

If given the opportunity, I would like to do further training with this instructor who made it very interactive between the instructor and participants.

Janeah Aimable, Credit Administrator, Simpson Finance (St. Lucia) Ltd.

I enjoyed all aspects of this debt collections and revenue management training program. It has helped to enhance my critical thinking skills and introduced me to collections tactics and procedures that I can use in my job responsibilities. I would highly

recommend this training program to other financial businesses who have problems with collecting outstanding debts. This program will and has already improved my effectiveness, efficiency and productivity.

The instructor was very expressive, not only using examples to bring out the topics, but used analogies to bear out the points.

Janique Daniel, Client Retention Officer, Simpson Finance (St. Lucia) Ltd.

The procedures and techniques that I learned in this debt collections and revenue management training program, for example, negotiating with clients, writing debt collections letters, telephone techniques and face-to-face communications stands out in my mind. The program content has given me the procedural standards in my day-to-day activities to be carried out effectively.

I found this debt collection and revenue management training course to be highly relevant for anyone who is involved in this line of work.

The instructor is an expert who explained the concepts in an easily understood manner, and augmented the sessions through the use of excellent videos, DVDs, and real-life examples.

Also, the instructor's confidence, passion and viewpoints, in relation to teaching, were very insightful. The sessions compelled me to question our current approaches at work, and to seek new ways to influence my performance.

The training program was very interactive and participants were always engaged and involved. The entire program was value-filled, and I have benefitted tremendously!

Finally, this program has improved my effectiveness. It has changed the way I approach customers' accounts, as I am now able to review them in more efficient hierarchy to achieve goals and targets.

Wendi Ann Blaize, Collections Officer, Simpson Finance (Trinidad & Tobago) Ltd.

This debt collections and revenue management training program was intense, factual, practical, and provided me with strategies that I can use to reduce delinquent accounts and improve customer service on the job.

It actually opened an awareness of the things that one must do to achieve successful collections results, so, in my estimation, all parts of this debt collections and revenue management program was valuable. I would not change a thing about it!

The training instructor was very interactive and transparent, and encouraged each and every one of us to participate in all conversations regardless of our level of confidence and knowledge. Also, the instructor has an amazing way of breaking things down so that they are understandable.

This was an excellent program!

Pleashette James, Collections Supervisor, Simpson Finance Trinidad Limited, Trinidad & Tobago

For me, negotiation skills, customer service skills, and techniques were the best part of this debt collections and revenue management training program. They stood out to me because both of these areas impact the customers' experience and patronage, and the likelihood of them paying their debts. This was a value-added program overall, for some it was a refresher, and for others, it was new context and strategies.

The program provided me with a real-worldview of the role of the accounts receivable staff, and allows us to have the tools necessary to be a successful collector, while leaving the customers and business happy.

The program has provided me with alternatives to basic collections activities, incentive programs by way of co-branding and clearly-defined roles, responsibilities and expectations to be a successful collectors.

The facilitator was engaging, accommodating, timely, and extremely knowledgeable about the field of debt collections. The training sessions were lively, well-thought and well-presented.

Yeleana Mohammed, Senior Collections Officer, Simpson Finance Trinidad Limited, Trinidad & Tobago

This debt collections and revenue management training program that I attended was very well-executed and was very educational. I now fully understand and embrace the role of the collections officer!

Regine Phillip, Cashier/Administrative Officer, Simpson Finance Trinidad Limited, Trinidad & Tobago

This was my first time attending a course that is related to the debt collections field, and everything that was taught throughout the course, was very valuable and important to my knowledge.

This training left me very excited and hopeful that I will be able to attend other courses that relates to my job title. Furthermore, I would recommend this program to others as it has enhanced my knowledge and given new approaches and insights to achieve my benchmarks and targets.

Finally, I was also given tips, techniques and methods to complete my job to achieve effective results, as well as other creative ways to deal effectively with my customers/clients.

Christiana Ramoutar, Accounts Receivable Officer, Simpson Finance Trinidad Limited, Trinidad & Tobago

As a team that delivers excellent training results, there is only one Cohen & Klein Consulting, Inc., doing business as a corporation since 1997. As always, we appreciate your support. Please visit our website: www.cohenandklein.com.