

**ZOOM TESTIMONIALS
VIRTUAL (ONLINE) TRAINING COMPLETED**

**CK 6124G Government Taxes, Compliance, Treasury Department,
Government Financial Department, and Central Government Debt
Collections and Revenue Management Procedures
Office of the Tax Commissioner, Bermuda Government, Bermuda**



PROFESSIONAL DEBT COLLECTIONS TRAINING

This entire training program was of great value to me because I am new to the debt manager's position, and it has given me an insight into what and why procedures are in place, and how to use them. I can also see how my role is very important in keeping my staff motivated and empowered in order to help them meet their targets, goals, benchmarks and efficiency standards of excellence.

On a personal note, I have always found it hard to stay awake in meetings and/or classes that I have attended in the past. However, this debt collections and revenue management training program kept me awake throughout the entire program! It was a joy attending these online training programs and I must admit that I enjoyed the training instructor who gave us all an in-depth, "under-the-hood" overview of what government tax compliance collections and revenue management is all about!

Now, I have a greater understanding of what needs to be done, and how to do them correctly. When all the pieces of government tax compliance collections and revenue management are brought

together, I can see where each person in the department can increase productivity, and enhance efficiency to meet the goals and objectives of our department, the Office of the Bermuda Tax Commissioner, as well as the organization in general.

Patrice Amey, Acting Debt Manager, Office of the Tax Commissioner, Bermuda Government, Bermuda

Although most of the program was beneficial to me, if I were to choose, I would have to say that to be an effective debt collector, manager, or supervisor, the company or the tax department, should have a very good debt collections software system in place. This training program will improve my effectiveness when dealing with our taxpayers or clients in Bermuda. It has taught me how to deal effectively with difficult clients; it has taught me how to be a better listener, and it has taught me to be nonjudgmental about debtors in general.

The instructor was awesome, extremely knowledgeable, and enjoyable to listen to. I don't believe any other instructor could have done a better job!

I would most definitely attend further training with this instructor. He had my attention and participation in each class. I really looked forward to attending each class session!

Donna Campbell, Debt Collector, Office of the Tax Commissioner, Bermuda Government, Bermuda

I learned a lot from this five-day government tax compliance, debt collections, and revenue training program. For example, 1) the importance of having a robust and innovative debt collections software system in place; 2) the various types of strategic collection letters that I will have at my disposal, and 3) the ways that I can negotiate with our taxpayers in Bermuda, and offer them various options to repay their delinquent debts. In this debt collections and revenue management training, I learned, it is never always easy or pleasant during negotiations.

This program was timely and well-structured to achieve the goals and objectives of the Office of the Tax Commissioner, Government of Bermuda. The training instructor is extremely knowledgeable and has a great sense of humor, and I would certainly attend other programs

that this instructor facilitates as it was never a dull or boring moment over the five days!

Zena Tamara Simons, Debt Collector, Office of the Tax Commissioner, Bermuda Government, Bermuda

This was an excellent training program that all debt collectors managers and supervisors could benefit from.

After my attendance at this government tax compliance collections and revenue management training, I will be able to work more efficiently and effectively and offer excellent customer service both internally and externally.

The Office of the Tax Commissioner of Bermuda is a productivity-driven department that relies on debt collectors and other staff members to collect revenues from various sectors of Bermuda.

This was an excellent training program taught by Mr. Nethersole, who is an outstanding facilitator. He kept us very involved in discussions. Mr. Nethersole's teaching style/methods are professional and engaging. I would most certainly attend any other training he facilitates.

I have now gained a much better understanding of government tax compliance collections and revenue management "blueprint" procedures and innovative strategic knowledge. This knowledge will enable me to perform my job more efficiently and effectively. This will also help to reduce our delinquent accounts from our taxpayers in Bermuda.

Winsome Burt, Debt Collector, Office of the Tax Commissioner, Bermuda Government, Bermuda

This government tax compliance collections and revenue management training program, explained in detail, the things I expected. I appreciated that the classes were not drawn out and boring.

The training instructor conducted each session in an interesting and professional manner.

Jennifer B. Simmons, Debt Collector, Office of the Tax Commissioner, Bermuda Government, Bermuda

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

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