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Connecting Business with Intelligence



DO NOT STOP LEARNING, EDUCATION IS LIFETIME JOB

TRAINING OBJECTIVE

- Understand why debts occur and be able to evaluate your debtors for collectability
- Employ simple strategies to collect outstanding debts while avoiding common collection mistakes that cost you your company's business
- Convert a debtor customer into a faithful, profitable customer
- Improve your income and protect your business from failure



If you have any enquiries, please contact
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TARGET AUDIENCE

Collection Executives, Banking and Financial Executives, Collection Managers and those who are progression into a collection management role or who have limited experience in debt collection activity.

A GLIMPSE OF MODULE

Module 1: Your Telephone Voice

Module 2: Listening Skill

Module 3: Communication Gaffes

Module 4: The Emotional Side

Module 5: Pre-Call Planning and the Opening Statement

Module 6: Asking Questions with Precision and Transition to Payment Arrangement

Module 7: Handling Objections and Closing the Call

Module 8: Introducing TPS Technique – Third Part Searching

Techniques On Collecting Hard Core Debts