



MACM

MALTA ASSOCIATION OF CREDIT MANAGEMENT

MACM Training Programme

Held at the new MACM Training Centre in Zebbug, Malta

Effective Telephone Techniques in Cash Collection

(Upon request from Members, this Seminar will be held in Maltese)

6 hours duration – 3 sessions of 2 hours each

Dates:

Tuesday, 18th October 2022

Thursday, 20th October 2022

Tuesday, 25th October 2022

Sessions Time: 3:00pm – 5:00pm - Refreshments will be served

www.macm.org.mt

Effective Telephone Techniques in Cash Collection

Learning Outcomes

Assess the advantages and disadvantages of telephone communications for cash collections compared to other collections methods.

Explain factors that influence the success of a collections call.

Describe and explain techniques for maximising the effectiveness of a collections call.

Explain how to deal professionally with various types of customers.

Explain how to organise calls to maximise the effectiveness and efficiency of cash collection.

Explain a variety of techniques for dealing with excuses for late payment.

Explain strategies for dealing with non-payment.

Plan and record collections calls over a period of at least a month, describing and explaining approaches and outcomes.

Identify techniques used that were successful.

Work with colleagues, where relevant, to assess how approaches and outcome have evolved based on experience and develop an action plan to improve practice.

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Fees:

MACM Members: €200.00 + VAT = €236.00

Non-Members: €275.00 + VAT = €324.50





Effective Telephone Techniques in Cash Collection

3-Lecture Workshop

Registration Form

Name & Surname	
Company Name & Address	
VAT Number <i>(For Invoicing purposes)</i>	
Phone	
Mobile	
e-mail Address	

Date of Lectures:

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Thursday, 20th October 2022
Tuesday, 25th October 2022

Fees:

MACM Members: €236.00 *incl* VAT
Non-MACM Members: €324.00 *incl* VAT

Please note that places are limited and registrations are processed on first-come-first-served basis.

Signature/s: _____ Date _____

MACM Training Centre, Mdina Bastions, Blk D Office 1, N/S off Mikielang Sapiano Street, Haz-Zebbug

Tel: 21423638

email: info@macm.org.mt

website: www.macm.org.mt

The personal data of the participants, including name, telephone number, e-mail address and other details are held by the MACM Training Centre for account and order administration, to facilitate better communication, for security purposes, and subject to the provisions of the GDPR and any other applicable law.