



MACM
MALTA ASSOCIATION OF CREDIT MANAGEMENT



MACM WORKSHOP

COLLECTING DUES WITH CONFIDENCE

Effective Telephone Techniques for Cash Collection

TARGETED FOR:

◆ Cash Collectors

2-Lecture Workshop

Tuesday, 26th November 2024
Thursday, 28th November 2024

13:30 – 17:00



MACM Training Centre
Haz-Zebbug

+356 21423638

www.macm.org.mt

info@macm.org.mt

Fees:

€220 + VAT (€259.60) MACM Members

€280+ VAT (€330.40) Non-Members

2-Lecture Workshop

Dates: Tuesday 26th and Thursday 28th November 2024

Time: 13:30 - 17:00 including 30 minutes coffee break

Employers can benefit from funding through the Investing in Skills Scheme:

<https://jobsplus.gov.mt/funding-employer/investing-in-skills>

Purpose

To understand the principles of effective telephone communication in order to be able to better organise and manage telephone cash collections calls.

This would result in more effective cash collection and sound cash flow management.

This Workshop focuses on:

- Understanding two-way telephone communication
- Telephone communication benefits and limitations
- Active listening in cash collection
- Understanding why customers pay late
- Conveying good impression
- Positive physiology
- Documenting the cash collection calls
- Dealing with customers over the phone
- Dealing with customers' excuses and objections

Registration Form



Collecting Dues with Confidence Effective Telephone Techniques for Cash Collection

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Thursday, 28th November 2024

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

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| | |
|---------------------|--------------------------------|
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Please note that places are limited. Registrations are processed on first-come-first-served basis.

Substitution of participants will be accepted but cancellations or not showing up for the workshop will not be entitled to any refunds.

Name & Surname: _____

Company Name: _____

Address: _____

VAT Number (for invoicing purposes): _____

Tel/Mob Number: _____ **e-mail:** _____

Signature/s: _____ **Date:** _____

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.

Bank Details

Bank of Valletta Plc, Zabbar MT17 VALL 2201 3000 0000 4001 1790 055 VALLMTMT