

Credit Control & Telephone Debt Recovery

WHO SHOULD ATTEND?

This one - day course is suitable for both small business owner/managers and employees of larger organisations who are responsible for Credit Control and/or Debt Recovery.

WHAT WILL YOU LEARN?

By the end of the course delegates will:

- Be able to organise and implement an effective Credit Control System.
- Have confidence when calling Customers to request payment.
- Understand the implications of Credit Control.
- Learn how to deal with difficult customers.
- Gain Knowledge of Credit Control Procedures – Letter writing and follow up calls

COURSE CONTENT

CREDIT CONTROL

- Credit Checking & References.
- Cash Flow.
- Setting Credit Limits.
- Credit Terms.
- Organising a Credit Control System.
- Who are my Customers?
- Debt Recovery – Letters, Court Procedures and using Agencies.

TELEPHONE DEBT

- Reasons for non payment.
- Preparation for the call – getting organised!
- Your role as a debt recovery/credit control person.
- Objective of calling – not just to collect debts.
- Making the calls successful.
- How to tackle various replies/scenarios.
- What to say/what not to say.

TRAINER

Rebecca Ray is a freelance trainer working with small to medium sized businesses and colleges across the South of England providing training on general business matters as well as Accounting Software. She has a background in many areas of Accountancy.

COURSE INFORMATION

Venue: Chamber of Commerce, 53 Bugle Street, Southampton
Duration: 9.15am - 4.30pm

Lunch and course materials provided

RELATED COURSES

Basic Book Keeping and Accounts
Finance for Non-Financial Managers