

# ***KEN MILLS AND ASSOCIATES***

## **1ST QUARTER 2012 - WORKSHOP TRAINING SCHEDULE**

COURSE DESCRIPTION	JANUARY	FEBRUARY	MARCH
INTRODUCTION TO CREDIT CONTROL		15TH GAUTENG	
DYNAMIC TELEPHONE COLLECTIONS			
CASH ALLOCATION & RECONCILIATION			
COLLECTION STRATEGIES & TECHNIQUES			
EFFECTIVE CREDIT CONTROL		22,23RD DURBAN	
LEGAL ASPECTS OF CREDIT MANAGEMENT			
ADVANCED CREDIT MANAGEMENT			15,16TH GAUTENG
COLLECTION MANAGEMENT STRATEGIES FOR PROFIT IMPROVEMENT			
MANAGING THE CUSTOMER ACCOUNT FOR PROFIT –DEBTORS DEPT & SALES TEAM RALATIONSHIP.	CREDIT CONTROL / SALES DEPT. IN-HOUSE ONLY.		
THE CONSUMER PROTECTION ACT			22ND GAUTENG
THE NATIONAL CREDIT ACT			
THE NEW COMPANIES ACT			14TH GAUTENG
TELEPHONE ETIQUETTE & FRONTLINE SKILLS		8TH GAUTENG, 7TH CAPE TOWN	9TH GAUTENG
CUSTOMER SERVICE EXCELLENCE	IN-HOUSE TRAINING ONLY	IN-HOUSE TRAINING ONLY	IN-HOUSE TRAINING ONLY

**ALL TRAINING IS IN COMPLIANCE WITH THE NEW NATIONAL CREDIT ACT– DETAILED CATALOGUE [WWW.KMATRAINING.CO.ZA](http://WWW.KMATRAINING.CO.ZA)**



### **IN-HOUSE TRAINING**

All our courses can also be conducted on an in-house basis. Various combinations of our courses can be tailored-made to meet your specific training requirements. PLEASE CONTACT US REGARDING THIS OPTION.

**Call us now to make a booking for the course of your choice. Contact Lynn or Kelly on Tel: (011) 450 2511/ 3012 or fax 086 656 3227**