

# Enhanced Credit Control With Service

They say that without a sale there is no business, yet without collection of money we can quickly go out of business!

This course shows delegates tried and tested telephone and relationship building techniques that will assist in not only the collection of monies owed but assist with building customer loyalty.

## Recommended for:

Staff members tasked with making calls to customers in regard to outstanding debts

## Objectives:

Delegates will learn and apply several techniques and strategies to support them in building customer relationships, enhancing loyalty and reducing outstanding debt

## Learning Outcomes

By the end of the course delegates will:

- Be able to control the conversation in order to achieve the call objective
- Understand how to comfortably deal with common excuses in regards to payment
- Be more assertive in all situations
- Know what words or phrases not to use and the consequences of using them
- Confidently be able to use effective questioning to control and confirm
- Know when and how to 'get tough' with customers
- Be able to get a win-win outcome in most cases for both the company and the customer
- Understand the benefit of maintaining good service techniques on all telephone calls
- Consistently be able to gain commitment from customers