



The Central Chamber of PIFSA

Presents

## Effective Account Management

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### **COURSE OBJECTIVES:**

This course gives the candidate a good understanding for, as well as the required tools to assist them in the collection of outstanding invoices and debt.

### **WHO SHOULD ATTEND THIS COURSE:**

This course is aimed at Creditors, Debtors, Invoicing Clerks, and Sales Reps. It gives candidates a good understanding for, as well as the required tools to assist them in the collection of outstanding invoices and debts.

### **COURSE CONTENTS:**

- Customer Service
- The Reception Area
- Handling Appointments
- Messages
- Telephone Technique
- Grooming and Appearance
- Communication Skills
- Greetings
- Dealing with Complaints
- Security and the Reception Area

### **DURATION:**

Duration : 1 day - refer to national calendar for dates  
Time : 08:30 – 16:30

### **COST PER DELEGATE INCL VAT:**

Please contact the Central chamber for pricing  
The course includes a Light lunch, tea & coffee and Course notes  
A minimum of 10-15 delegates required

### **VENUE:**

The Braids, Unit D, Ground Floor, 113-115 Bowling Avenue, Gallo Manor

### **ENROLMENT:**

For any further information please contact Sam-Sue Bricknell at the Central Chamber office on 011 287 1167 or [Central-chamber@pifsa.org](mailto:Central-chamber@pifsa.org). For enrolment please complete the Enrolment form and fax it to Sam-Sue on 086 508 1350 or 011 287 1178