Effective Credit Control & Debt Recovery Workshop
Registration Form

About the Workshop
Debt collection plays an essential role in any business. All personnel who are involved in debt collection must be trained to assess the chance of recovery within the first few minutes into the conversation with the debtor. More importantly, to preserve a good business relationship, they must be diplomatic, tactful and well-versed in psychological concepts. Legal action is often the last resort as it is not only costly but also time-consuming. This workshop will impart skills to help companies minimise bad debts and improve profits through the use of a simple collection tool: the telephone.

Key Topics
- Effective Credit Assessment & Risk Evaluation
- Credit Information & Investigation Techniques
- Developing Effective Collection Systems/Procedures
- The Art of Collecting through the Phone
- Collection Tools & Techniques
- Making Collection Efforts Produce Results
- Dealing with Delay Tactics & Difficult Customers

Who Should Attend
Accounts Receivables Personnel, Credit Control Personnel, Sales & Marketing Personnel, Business Owners and anyone responsible for the collection of payments from customers.

<table>
<thead>
<tr>
<th>Date:</th>
<th>25 September 2020, Friday</th>
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<tbody>
<tr>
<td>Time:</td>
<td>9.00am to 5.00pm (Registration starts at 8.45am)</td>
</tr>
<tr>
<td>Workshop Venue:</td>
<td>Venue in city to be confirmed</td>
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</tbody>
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Course Fees:
$328 per participant (Inclusive of Handouts, Lunch & Refreshments)

To register:
Email your registration forms to us or register online.

Workshop Venue:
960 Dunearn Road, #06-25, Singapore 589486
Tel: 6293 9068
Email: enquiries@takx.com.sg
Website: www.takx.com.sg

Payment Details:
Payment by bank transfer or PayNow Corporate (UEN no. 200719590R) before commencement of workshop

The Speaker –
George Goh has over 20 years of practical experience in the areas of credit management, debt collection and credit insurance. He was worked with various organizations, including Le Meridien Hotel, Transnational Group of Companies, Vikay Industrial Ltd and Dun & Bradstreet, providing credit reports and debt collection services. He is currently Business Development Director, Trade Credit, Bonds & Political Risks Practice at Pana Harrison (Asia) Pte Ltd. He has served for 15 years on the Board of Management of the Singapore Association of Credit Management.

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Participant 1:
Name:
SCTP Membership No:
Email:
Designation:

Participant 2:
Name:
SCTP Membership No:
Email:
Designation:

Contact Person:
Name:
Email:
Designation:

Company Name:

Company Address:

UEN No:
Tel:
Fax:

Upon receipt of registration, any cancellation must be confirmed in writing, and will be subject to a 10% administrative charge. If notice of cancellation is received less than 5 working days before the course date, or if participant fails to show, participants will be invoiced for the full fee. However, substitutes will be allowed. TAKX Solutions Pte Ltd reserves the right to cancel/postpone the event or change the venue/date/time of the workshop in view of unforeseen circumstances.