

The Administration Office
The ABFA
Boston House
The Little Green
Richmond, TW9 1QE

Please return to:



"Very enjoyable and beneficial course."

"Thoroughly enjoyed, good opportunity to share situations with other members and very knowledgeable presenters."

"Excellent, interesting and lively presented course. Would definitely recommend to others."

ABFA
EDUCATIONAL FOUNDATION

Account Management Course

29th - 30th April, 2009
EFFINGHAM, GATWICK

ABFA

Tel: 020 8332 9955
Fax: 020 8332 2585
Website: www.abfa.org.uk



GUEST SPEAKERS

BOOKING FORM

ABFA Account Management Course

29th - 30th April 2009, Copthorne Hotel,
Effingham, Gatwick



DETAILS

Who should attend? This workshop is aimed at existing Client Managers with less than 12 months experience in the role and who monitor and manage clients on a day-to-day basis. The course is also aimed at Senior Controllers and Administrators who are becoming involved with the Account Management function.

What students will learn: The course will focus on the demands of the Account Manager's role, how to approach clients and how to balance both service and security issues.

Course content: **The topics to be covered will include:**

- Role and Responsibilities of Account Managers
- Customer Care and Service
- Advanced Communication & Influencing Skills
- Security v Service the 'Balance'
- Negotiation Techniques for Account Managers
- Selling security
- Client Visits/Reviews
- Fraud Overview
- Personal Action Plans

Duration: 2 days

Location: The course will be held at the Copthorne Hotel Effingham, West Park Road, Copthorne, near Gatwick airport. RH10 3EU

Tel: 01342 714994
Fax: 01342 716039

Registration on day one will be at 9.00am for a 9.30am start and will close at 5.00pm. Day two will close at 4.00pm.

Maximum number: 25

Dress code: Smart casual

Cost: £475 Members
£715 Non-Members
(This includes course material, accommodation on the night of the 29th, dinner and refreshments.)

How to book: Please book online at:
www.abfa.org.uk/publicdb/select_event.asp
or complete the enclosed booking form and return (along with your payment payable to the ABFA Educational Foundation) to:

Administration Office
The ABFA, Boston House, The Little Green
Richmond, Surrey TW9 1QE

Ian Lewis, RBS Invoice Finance

Ian Lewis is a Relationship Director of RBS Invoice Finance for the Corporate Sector in the north of England. He joined RBS Invoice Finance as a Relationship Manager in 1994 after 17 years in International and Corporate Banking with Standard Chartered Bank. Since 1994 he has spent all his time in Client Relations managing both Clients, with turnovers ranging from less than £1m to in excess of £250m, and also a team of Relationship Managers. He took up his present role of Relationship Director in late 2007. Ian is an Associate of the Chartered Institute of Bankers and has also passed the ABFA's Certificate and Diploma qualifications, achieving the Top Student award in the Measuring Performance element.

Nick Hampton, HSBC Invoice Finance

Nick Hampton is the Head of Operations and Sales Ledger Management at HSBC Invoice Finance and is responsible for service delivery and risk management for the Factoring business. Nick has spent over 19 years at HSBC Invoice Finance and during this time has held a number of positions gaining experience in Debtor Credit, Audit, Surveying, Account Management, Client Credit, Regional Account Management, Change Management and Business Development.

Nick is a graduate of the Institute of Credit Management and holds a Diploma in Financial Services Management. He has also achieved distinctions on the ABFA Certificate and the ABFA Diploma courses and was the UK top student on the Certificate course in his year.

Contact Name _____
Company _____
Address _____
Postcode _____

Telephone _____
E-mail _____

Delegate
Name _____ Job Title _____
Email _____

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Name _____ Job Title _____
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A pre-assessment questionnaire and joining instructions will be sent directly to delegates. These documents are also available on the website. Course material will be given out during the Workshop.

Bookings and Payment

	Per Person
Fee	£
Total Payment enclosed	£

Please make your payment payable to:

ABFA Educational Foundation

Note: no VAT is applicable for ABFA Educational Foundation courses

Cancellation policy for Day Courses

- Any changes or cancellations to bookings must be made in writing (email is acceptable).
- All cancellations must be received at the ABFA 45 days before the start of the Course to qualify for a full refund.
- Written cancellations 30 days before the start of the Course will be subject to a 50% refund.
- No refund is possible for any cancellations made after 30 days from the start of the Course.
- We are happy to welcome a substitute attendee at any time.

Consent Clause

I hereby give my explicit consent (and have obtained the explicit consent from the people I have named on this form) to the ABFA Limited, and any data processors they may use processing the personal data provided on this form, for the purposes set out at the beginning of the form.