

Telephone Etiquette



Today's young credit union members are doing up to 75 percent of their credit union transactions by telephone. Even their parents are taking their in-branch business to the phone lines. In fact, analysts predict that within five years, most routine credit union transactions will be conducted on the phone or online. It is no wonder a positive telephone presence is rated by managers as one of the most important skills they look for in a member-contact position!

In this 60-minute distance learning session you'll learn how to create a positive telephone presence that will help you establish immediate rapport with members. Moreover, you'll learn how to deliver top-notch service over the phone.

Speaker: Kellie Kettelboeter is one of the country's most sought-after sales and service trainers. During her tenure in the credit union movement, she has trained thousands of employees and has consulted with more than 50 credit union clients, helping them develop and manage a sales and service culture.

WHEN: April 21, 2010

TIME: 11:00 am – 12:00 pm EDT

Educational Investment: \$199 per telephone connection.

Unlimited Listeners and Free Audio Archive available for 21 days after the session.

Cancellation: Refunds will be issued, less a \$50 administration fee, up until the handouts and access information are emailed

If you have not received your handout materials 3 days prior to session, contact the Education Department.

For more info... call us at 800-572-7359 or 423-899-2425 x 119 or 138

FAX: 423-899-8726 **MAIL:** P.O. Box 21550, Chattanooga, TN 37424

Sign Us Up!

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April 21, 2010**

Credit Union _____

Contact Person _____

Email Address _____

Phone _____ Fax _____



Distance Learning

Donate to the Herbert Ellison Scholarship Fund: ___ \$25 ___ \$50 ___ \$75 ___ \$100 ___ Other

Payment Method:

___ Enclosed is a share draft/check for \$ _____ payable to Tennessee Credit Union League.

___ A share draft/check for \$ _____ payable to Tennessee Credit Union League will follow.

___ I authorize Vol Corp Credit Union to debit the credit union account for \$ _____

Account #: _____ Authorized Signature: _____

(Requires prior completion of Authorization Agreement for Direct Payments [ACH Debits].)