

Teller Regs

This program focuses on the key, essential skills and behaviors a teller must master in order to achieve excellence. In this session we will explore what a teller must do to develop and maintain an enviable reputation with both the member and staff at the credit union. Emphasis is placed on what to do and what not to do.

Participants will learn and be reminded about topics such as dress code, dependability & member service, plus critical steps to balancing, being accurate, following procedure and adhering to policies.

Speaker: Honey Shelton Reed brings the best of both worlds to her speaking and training engagements. She has 25 years of experience as a training and quality improvement consultant for financial institutions and associations across the country. Nationally recognized as an outstanding speaker, over a half million people have participated in programs Honey has presented. Her depth of knowledge, enthusiasm, and compelling personality have left her lasting mark on InterAction Training, the firm she founded in 1983.

WHEN: February 4, 2010

TIME: 11:00 am – 1:00 pm EST

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**

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**Teller Regs
February 4, 2010**

Credit Union _____

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