

Teller Essentials

This program discusses what must be in place in order to minimize losses associated with decision-making on the frontline. It also includes a hard look at counterfeit currency, checks and IDs as well as steps to take when cashing checks and handling cash. Participants will learn to pay close attention and due respect to high-risk transactions. And will be reminded how to conduct oneself with the member or potential member in such a way that staff can focus on the risk without offending the member.

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 banks and banking associations across the country. Her banking background includes spending three years as Executive Vice President/Chief Retail Banking Officer with First Victoria National Bank.

Nationally recognized as an outstanding speaker, over a half million bankers 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: May 13, 2010

TIME: 11:00 am – 1:00 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**

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**Teller Essentials
May 13, 2010**

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