



Video Web Seminar



Providing Exceptional Service More Than Just Being Friendly

Description

Today, more than ever, the frontline team must keep the focus on providing exceptional customer service.

Features

With the increased emphasis on compliance and regulatory adherence, the frontline must also maximize each customer interaction. Each interaction provides a Moment of Opportunity to provide extraordinary service which can lead to loyal, delighted, lifetime customers. There are basic skills and proven tips and techniques that can assist the front line in providing exceptional customer service.

> The learning outcomes for this program include:

- Identifying the current "balancing act" for the frontline
Clarifying the role of service in today's environment
Learning the difference between ordinary and exceptional service
Learning key service standards
Understanding the #1 reason customer changes financial institutions
Avoiding customer hooks
Turning killer phrases into winning phrases
Develop "real world" action steps

Workshop Resources

Program participants receive a manual and additional handouts accompanied by a 36 minute video webcast.

Expected Audience

This presentation is designed for the retail frontline team members: tellers, customer service representative, platform banker, branch manager, and everyone else involved with providing service to customers.

Speaker

Dianne Barton is the Founder and President of Performance Solutions, inc., a training and consulting company that specializes in providing solutions to the key challenges facing banks today in attracting and building relationships with their customers. She has been guiding the company's training and consulting services for over twenty-five years. Her expertise in customer service, leadership, deposit regulatory training, team and performance culture development is recognized as leading edge throughout the country. Her programs are designed to "close the gap" between the bank's needs and employees' skills. Her philosophy of experiential learning and participant involvement in training led to the development of her "TELL-SHOW-DO" training method that is skill based rather than theory based.



What is an On-Demand Course?

It is a training tool that gives you and your staff on-demand six months unlimited access to a variety of topics presented by names you trust—for one low price. Each course includes a video presentation from the speaker, audio and slides—plus a detailed manual for download and a Question and Answer Forum for answers anytime.

The process is simple. Enroll in a course, pay online with a credit card, and receive an e-mail immediately with your link to your course. The same login information and link is used to access all courses you purchase using your account. Your computer will need speakers to receive the audio presentation.

Live Chat is available with this program! Using our instant message system you are able to chat with the speaker in real time. The link to the speaker chat room is found in your course with other program resources. You will not need a speaker phone. All programs are on-demand. You do not have to wait for a scheduled date and time to participate in the program. To take full advantage of this opportunity, watch the presentation in advance and have your questions ready.

Just a reminder - our BankersVoice forum is always available for your follow-up questions.

Registration

http://www.speakersmic.com/tnba

Secure online registration allows you to enter your registration directly into our system, and receive your invoice immediately. You can pay with a Credit Card or generate an invoice to be faxed or mailed with a credit card # or check.

Registrations will be processed when payment is received.

Fill out this form and Fax it to: 888.420.4806

Mail check payable to: Speakersmic.com, LLC, with form to:

974 Breckenridge Ln., #253 Louisville, KY 40207

Providing Exceptional Service [] Member—\$159 [] Nonmember—\$318

Running Time: 36 Minutes

This course includes a detailed manual and a video presentation

Live Chat—December 13, 2010—2:30 to 4:30 PM ET

Full Name

Bank or Organization

Street Address

City | State | Zip

Email

Requested Username | Password

Payment Method | Check [] VISA [] MasterCard [] AmEx []

Card Number

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A 3 or 4 digit code on the back for VISA / MC, front for AMEX

For questions or to register by phone Call Speakersmic @ 888.325.0974