



SECRETS OF
SUCCESSFUL SERVICE

Secrets of Successful Service

Preparing tellers to unlock the mystery of GREAT referrals.

For all branch transactional and customer service front-line staff.

Secrets of Successful Service

One of the most common needs of banks is the ability to tap into the opportunities present every day in normal client-teller transactions.

Banks realize that tellers play a big role, not just in maintaining client satisfaction, but also in the development of long-term profitable relationships. Banks also realize that tellers need to pick up on customer signals and be able to seamlessly convert those signals into conversations, and quality referrals.

But how do tellers and other customer service staff transform their daily client interactions into exceptional service? How do tellers learn to act on opportunities, and convert them into exceptional referrals? How can tellers do their best job? Not just one time, but every time.

Secrets of Successful Service, a half-day course, trains tellers and customer service personnel to provide clients with exceptional service by recognizing a client's financial needs and referring appropriately. Participants learn to use their current understanding of their jobs to create an enhanced customer experience.

Secrets of Successful Service develops skills that are required to achieve exceptional service by unlocking the mystery of how to achieve GREAT referrals. Enjoyable, practical and relevant, this course incorporates many common-sense suggestions from highly successful referral personnel.

Skills learned consist of five GREAT referral steps:

Get Clients Talking

Recognize Opportunities

Educate Clients

Ask to Introduce

The secret ingredient: Perseverance

Each skill is presented in a practical, easy-to-understand and logical order that will result in an increase in great teller referrals.

Tellers learn which transactions, or customer life events, trigger which product or service conversation. They demonstrate understanding by practicing each skill throughout the course and, in doing so, learn how to transition the client easily from the teller line to sales personnel. They learn that timing is everything, and they learn how to handle rejection and persevere.

Secrets of Successful Service is highly interactive, motivational and fun. It gives front-line service employees the skills they need to successfully refer with confidence every day, every week, every year.



For more information call us at 425-643-3363 or visit us at www.questacorp.com