



Get More Mileage Out of Quick Bite  **EDGE**

• Education • Development • Growth • Essentials

TeleCourse: May 13, 2010 Teller Essentials

11:00 a.m. – 1:00 p.m. EST
Speaker: Honey Shelton Reed

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.

As a graduate of the School of Bank Marketing from the University of Colorado, she realizes the value of quality education. Honey invests time as a faculty member for banking schools around the country. She is a repeat presenter for most of the state banking associations and is recognized as a BankersOnLine.com (BOL) Guru.

Location: Via Telephone (11:00 a.m. to 1:00 p.m. EST)

Educational Investment: \$159.00 per telephone connection. *Unlimited Listeners and Free Audio Archive*

******You must be registered for this session to hear the audio-recorded version and receive handouts.******

AUDIO ARCHIVE! Can't tune in today? This session will be available on-line for **30** days after activation.

To enroll, you may complete and fax our **General Registration Form** (found on the Web site) or **send an Email to mzelinsky@njcul.org**. Please include Participant Name(s) and Cost to your credit union.

If you have any additional questions, please do not hesitate to contact the Education and Training Department at 609-448-2426 x100.