

NAME: _____ Month/Day of Birth: ____/____

Organization: _____

Email address: _____ Tel# _____

The following Member Service courses teach credit union employees how to improve member communications. From ways they can increase the value of transactions through cross-selling, to the art of teller service standards, this effective curriculum links theory with practice to accelerate success.

REQUIRED COURSES:

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Customer Service			●		
		Real Customer Service 1- Showing Customers Your Care			●		
		Real Customer Service 2 – Using Language to Service the Customer			●		
		Real Customer Service 3 – Opening the Conversation			●		
		Real Customer Service 4 – Diagnosing Customer Needs			●		
		Real Customer Service 5 – Responding to Customer Requests			●		
		Real Customer Service 6 – Taming Challenging Conversations			●		
		Real Customer Service 7 – Closing the Conversation			●		

L= Live W=CFTEA Webcourse SP= Self-paced Online ILO = Instructor-Led Online GL = Guided Learning

PLEASE CONTACT THE CFTEA OFFICE FOR CONFIRMATION OF COMPLETION WHEN APPROACHING COMPLETION OF A CERTIFICATE OR DIPLOMA