



Instructor: Jodi R.

# YOUR ROLE AS A NEW BANKER

Course #: C1127L

Pineland Conference Center, 16 Pineland Drive, New Gloucester, Maine

SEPTEMBER 25, 2019

9:00 AM—4:00 PM

## course description

All bank employees represent their bank, whether on the front line or in the back office. Some employees are in the position to be the first person a customer sees – the face of the bank. Other employees deal with customers on the phone or email. All customer contact is critical to a bank's success with its customers. This course covers several key points to becoming a valued employee:

- Professionalism
- Communication
- Quality Customer Service
- Protecting Customers and Your Bank
- Promote Bank Products

This course is a key foundational course for any employee working in the banking industry, supporting the Certified Banker and Foundational Banking Certificate! Looking for more details, [visit our website](#) for a detailed course description.

## how to enroll

Enroll online at our website, [CFTEA.org](#) under Business Skills.

## how class works

Course session is highly interactive with a seasoned instructor. Course materials and lunch included. Parking is located onsite.

## tuition

\$295 per participant for training and materials.

## withdrawal policy

CFTEA withdrawal policy is outlined within our latest catalog and on our website. Before class begins the enrollment may be transferred to another student with the approval of the student's employer and the CFTEA office.

## Would you like to know more about new educational career paths?

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