



Community Bankers Association of Kansas

Frontline Staff Training

Are you looking for a comprehensive training course for your frontline staff? You know how important your frontline staff is for the successful operation of your bank. They are the first person (and perhaps the only person) at your bank that your customers deal with on a regular basis. Your frontline staff must provide great customer service but, at the same time, they are your frontline defense to prevent customer fraud. This comprehensive training course will cover the important banking laws and regulations that affect your frontline staff, plus it will cover important customer service techniques.

Meet the Presenter

Elizabeth Fast is a partner with Spencer Fane Britt & Browne LLP where she specializes in the representation of financial institutions. Elizabeth is the head of the firm's training division known as Bankers Choice. She received her law degree from the University of Kansas and her undergraduate degree from Pittsburg State University. In addition, she has a Master of Business Administration degree and she is a Certified Public Accountant. Before joining Spencer Fane, she was General Counsel, Senior Vice President, and Corporate Secretary of a \$9 billion bank with more than 130 branches, where she managed all legal, regulatory, and compliance functions.

Some topics included:

- Explaining credits and debits
- Cash handling techniques
- Proper procedure for cashing checks
- Valid forms of identification
- Common check fraud schemes and loss preventing techniques
- Quality customer service training
- Cross-selling additional bank services
 - Diffusing upset customers
 - Telephone etiquette

Date

April 16 - Topeka - Hampton Inn

Schedule

6:45 pm - Registration
 7:00 pm - Seminar Begins
 7:45 - Break
 9:00 pm - Seminar Concludes

Registration Information

CBA Member

1-9 registrants - \$49 per person

Non-Member

1-9 registrants - \$69 per person

FOR 10 OR MORE REGISTRANTS PLEASE CONTACT THE CBA OFFICE TO REGISTER AND RECEIVE A DISCOUNT PRICE!!

Cancellation Policy: Full refunds (less \$5 processing fee) will be made if received within three days before seminar; otherwise, fee will be forfeited. Substitutions are encouraged at no charge.

Bank	Address	City	
Name		Email	Amount
Name		Email	Amount
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4 ways to Register

*Mail to: 1414 SW Ashworth Place, Ste. 200, Topeka, KS 66604 * Fax to: (785) 271-1508
 *Email: erin@cbak.com * Register Online at: www.cbak.com and click on Education Calendar