

Common Sense Solutions

Teresa Allen



Common Sense Member Service: Close Encounters on the Front Lines

In difficult economic times, member service is the differentiating factor that builds member relationships and strengthens the financial position of your credit union.

Join service expert Teresa Allen as she takes your group on a wild ride through true stories of close encounters on the front lines of business. Your participants will become like Teresa, obsessed with learning lessons from every day life to bring to their credit union and member service encounters.

Teresa will lead your group through an eye-opening calculation of the tremendous potential spin, positive or negative that results from every close encounter with a member. To keep the learning alive, Teresa will provide resources to share with your credit union staff on a special private page of her website accessible by attendees after your event.

A nationally recognized service thought leader, Teresa's *Get Common Sense* blog is syndicated by multiple customer service resources including **SmallBizClub.com** sponsored by Office Depot. Teresa will share cutting edge strategies on how to build business through exceptional service.

Teresa's engaging, entertaining presentation style is sure to capture the hearts and minds of your attendees! Guarantee the success of your meeting by bringing a speaker with over 20 years experience helping credit unions to your event!

Be sure to ask about a copy of Teresa's *Common Sense Service* book** for each of your participants!

Our group was very excited about your program. Your survey score was 9.68 out of 10 and the comments ranged from "Gave me something to think about when I am with the member", "great speaker, best one yet", "fantastic, energetic", "good common sense thoughts", etc. They especially liked the opportunity of having you sign your books.

"Listening to Teresa speak is a delight for all in the audience as everyone can relate to life's interesting twists and turns. But to listen to an individual who can put it all in perspective and provide common-sense solutions is an inspiration that cannot help but empower audience members to succeed in their daily lives."

**Up to 100 Books. Book Signing, and 2 one-hour conference calls to help Teresa tailor her message to your credit union group are included in your program fee.

For further information on how to schedule Teresa for your event, please contact us at 800-797-1580 or email: tallen@AllenSpeaks.com * www.AllenSpeaks.com
We look forward to working with you and your staff!

