



# Common Sense Solutions

Teresa Allen



## Credit Union Expectations: Meeting 'Em and Beating 'Em!



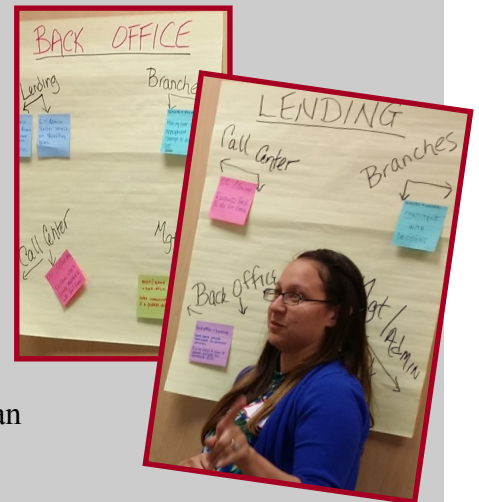
Does your credit union team strive to simply meet member expectations or to far surpass them? Whether dealing with internal operational expectations or the expectations of members consuming your credit union products and services, a goal to always exceed expectations will build success!

In this highly interactive program customized to the credit union environment, Teresa will first help attendees examine their own expectations as a consumer. Consideration will be given to which expectations are product based and which are service based.

Participants then break down their own unique credit union responsibilities into areas of credit union product offerings and the service they personally add to that product or service.

Finally, your group will be separated by positions into groups of front-line, lending, back office, and management to examine the internal expectations each has of the others. Emphasis will be placed on the fact fulfilling internal expectations has great impact on overall member satisfaction.

If your group includes staff at varied levels of the credit union, this program will be a perfect fit as it highlights how each brings an important piece to the expectations puzzle!



**When you **NEED** expertise and you **WANT** fun  
Teresa Allen is the perfect speaker for your credit union event!**

For further information on how to schedule Teresa for your event, please contact us at 800-797-1580 or through our website: [www.AllenSpeaks.com](http://www.AllenSpeaks.com)  
We look forward to working with you and your credit union group!