



PRESENTS

Sales Skills

This workshop is part of the new Branch Management School Series - visit <http://www.cftacs.org/documents/BMSSBrochure.pdf> for complete information.

Tuesday, June 12, 2012 – Colonial Bank FSB, 2745 South Delsea Avenue, Vineland NJ

Seminar: Half-day session (1:00pm-4:00pm)

Tuition: The seminar fee is **\$255.00** per person for Education Fund Supporters. A 25% additional fee applies to all others. **NOTE: If this seminar is taken with Sales Management, tuition for the full day is \$325.00 per person for Education Fund Supporters.** A 25% additional fee applies to all others.

ABOUT THIS SEMINAR: A basic, interactive session that introduces skills for effective customer sales and service attitudes and behaviors

TOPICS TO BE COVERED:

- Understand and have practiced specific customer satisfaction skills: needs identification, responding and problem-solving.
- Develop a comfort level with questioning and listening techniques for successful sales and service performance.
- Be able to recognize and respond appropriately to customer cues.
- Apply your skills on-the-job immediately and model them for your staff.

WHO SHOULD ATTEND: Newly selected branch managers, assistant managers, management trainees, teller supervisors and experienced managers seeking formal training.

YOUR SEMINAR LEADER: Richard T. Pryor, President of RTPryor Associates, has 35+ years experience in financial services. His expertise is in the areas of Sales, Sales Management, Supervisory and Management Skills, as well as Communications, Coaching and Presentation Skills. A dynamic presenter, Mr. Pryor has trained thousands of employees throughout the United States.

This workshop may be conducted on-site upon demand for a minimum of 10 students. Please contact Karen McMullen, SVP/Regional Director, CFTACS at karen@cftacs.org or 1-800-795-5242 Ext.9958.

BMS workshop credits can be used toward all of CFT's diplomas and certificates where applicable.