



Customer Service Skills

Two Sessions Offered

August 20, 2019 ▪ 10:00am - 5:00pm

August 21, 2019 ▪ 10:00am - 5:00pm

Bank of St. Francisville ▪ St. Francisville, LA

This course will teach basic and specific skills needed build a world-class service environment for clients and employees. Items covered will include customer service standard behaviors, handling difficult customers, understanding how to solve problems, handling difficult customers, and proper telephone customer service. The class is very interactive including role-playing and case studies.

Workshop Instructor



Jay Toups is the Principal of Retail Management Resources, Inc. a Lafayette based company. His 25+ years of experience includes time spent at First Commerce Corp, Hibernia National Bank, Bank One, and Dixie Savings as a Lender, Branch Manager, Regional Manager, Retail Sales Coordinator, etc. He is currently working with community banks across the Gulf South helping them grow and prosper.

Registration Form

Please make copies of this form if more registrations are needed.

Mr./Mrs./Ms. _____

Bank _____

Email Address _____

Branch Street Address _____

City, State, Zip _____

Phone _____

Fax _____

Payment Options

Check (Made payable to Louisiana Bankers Association)

Visa MasterCard American Express

Card Number _____ Expiration Date _____

Name on Card (please print) _____ Signature _____

Billing Address: _____ Amount to be charged on card \$ _____

Registration Fee
 \$187.50, per LBA members
 \$387.50, per LBA nonmembers

This training will be covered under SBET (Small Business Employee Training Program). Please provide an email address on the line below to receive the necessary documentation for reimbursement:

***Please Note: Recordings are not eligible for SBET funding**

Please select one session only

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Location

Bank of St. Francisville
 5700 Commerce St.
 St. Francisville, LA 70775
 (225) 635-6397

Registration Fee

\$187.50, per LBA member
 \$387.50, per nonmember

Submit registration and view rosters in the
 Education Section of LBA's Website, www.lba.org.

Louisiana Bankers Association
 5555 Bankers Avenue
 Baton Rouge, LA 70808
 225-387-3282
 Fax 225-343-3159