



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.

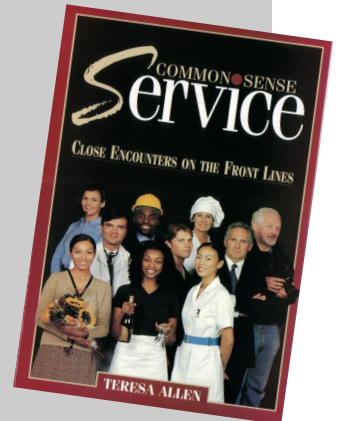
A nationally recognized service thought leader, Teresa's *Get Common Sense* blog is syndicated by **Customer Think**, **B2B**, and **SmallBizClub.com** sponsored by Office Depot. Teresa will share cutting edge strategies on how to build business through exceptional service. Her engaging, entertaining presentation style is sure to capture the hearts and minds of your attendees!

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. Comments included: "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.

Teresa is a delightful motivator and well-seasoned proponent of common sense member service. Through her examples and her book, she gave our CU a look at real life situations and strategies our team members could use to change incidents into opportunities. Teresa would be a great speaker for any CU!

Once you meet Teresa, you will never forget her. She is vivacious, optimistic, and delivers her message in a way that leaves CU participants inspired to change themselves. I highly recommend her!



When you **NEED** CU 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 850-460-7105 or email: tallen@AllenSpeaks.com * www.AllenSpeaks.com
We look forward to working with you and your credit union group!