

FRONTLINE EXCELLENCE SPRING 2025

OBA Members: Register online at www.oba.com.

Please mark which session you will attend.

- April 22 -OKC / Harris Event Center at OBA
- April 23 - Krebs/Pete's Place
- April 24 -Tulsa/ Double Tree Warren Place

1-6 Attendees \$125 each
7+ Attendees \$100 each
Non-Member \$225 each

The fee is per person and includes instruction, materials, and light snacks.

Cancellation requests must be made in writing and be received by April 18 to receive a full refund. No refunds will be given on requests received after April 18. Substitutions may be made.

BANK/CO. _____

PHONE _____

FAX _____

P.O. BOX _____ CITY _____

ZIP _____

NAME _____

TITLE _____

EMAIL _____

CELL PHONE _____

NAME _____

TITLE _____

EMAIL _____

CELL PHONE _____

PAY BY CREDIT CARD:

For security reasons, please e-mail your registration form and credit card information to:

secure e-mail: secure@oba.com

BILL TO VISA MASTERCARD AMEX DISCOVER

CARDHOLDER NAME _____

CARD # _____

EXPIRATION DATE _____ CVC# _____

SIGNATURE _____

PAY BY CHECK:

Mail this form with payment to:

Oklahoma Bankers Association

P.O. Box 960173

Oklahoma City, OK 73196-0173

SCHEDULE

Registration 4:30 p.m.
Program..... 5:00 p.m. - 7:30 p.m.

LOCATION

April 22- Harris Event Center at OBA
643 NE 41st Street, OKC
405-424-5252

April 23 -Pete's Place
120 SW 8th
Krebs, OK
918-423-2042

April 24- Doubletree Hotel, Warren Place
6110 S. Yale
Tulsa, OK
918-497-2143

QUESTIONS?

Call Nancy, Debbie or Janis at the OBA for further information at 405-424-5252, or e-mail Janis at janisr@oba.com. If you have a disability that may impact your participation in this event, please forward a statement regarding any special needs to the OBA. We will contact you to discuss accommodations.



2025

Frontline Excellence

(formerly known as Essential Teller Issues)



APRIL 22 | OKC

APRIL 23 | KREBS

APRIL 24 | TULSA



OKC



KREBS



TULSA



FRONTLINE EXCELLENCE

Frontline Excellence (previously referred to as Essential Teller Issues), is a program that covers 5 pivotal modules for today's frontline professionals. This program serves as an important reminder about the significance of their role, serving as the CEOs of the customer experience and reinforcing the importance of their actions and reactions as a reputation builder for your brand.

As an innovative addition, we have included an extra appendix module that houses a wealth of resources aligned with each module covered.

This program is information rich. Attendees leave with a renewed dedication to achieve excellence in their roles. Each attendee will leave with a comprehensive training manual, acting as a valuable workplace reference.

Esteemed as the nation's most dynamic teller training experience, this presents a unique opportunity to elevate your entire front-line team toward an exceptional level of performance.

WHO SHOULD ATTEND

Tellers, front-line professionals, anyone who has customer contact and those responsible for training and managing the customer experience

SCHEDULE

Registration: 4:30 p.m. to 5:00 p.m.

Program: 5:00 p.m. to 7:30 p.m.

TOPICS

Professional Maturity

- Gain flexibility
- Manage your image
- What you say, how you say it
- Reputation
- Manage your emotions
- Confidentiality
- Courtesy, kindness and professionalism

Follow Procedure

- Handle cash like a pro
- See to the details
- Be aware of your surroundings
- Maintain vigilant compliance

Scrutinize Transactions

- Verification concerns
- Check cashing guidelines
- Identification rationale
- Dissecting transactions
- Fraudulent Schemes and Scams

Provide Extraordinary Service

- Make their day
- What the customer wants
- Effective communication
- Five habits of highly effective tellers

Ace Cross-Selling and Referrals

- Product knowledge proficiency
- Be inquisitive, engaging and prepared
- Spot opportunities; Start conversations
- Suggest solutions as the expert

Master the Balancing Act

- Ten things you must do
- Six things you never do
- Avoid outages and interruptions
- Eliminate transpositions

REGISTRATION

1-6 Attendees	\$125 each
7+ Attendees	\$100 each
Non-Member	\$225 each

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SPEAKER

Kristi Krayneski

Kristi loves to bring the impact of 25 years of financial services and banking experience to how leaders lead their employees and companies through growth and change within the industry. As a former community bank COO, she brings unique perspectives to the InterAction Training audiences on how leaders and employees can create an environment of healthy, forward-thinking change. She loves to share your experiences within banking and how to implement practical leadership steps to help grow you and your team!