

Client
Fairmont

Title
Teller Relax Stage – Good Example, Unknown Customer

Purpose
Training video demonstrating how tellers build rapport with unknown customers
using client's skills-based approach

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TSSR Relax Stage – Good Example, Unknown Customer

#030406-19

Banker

Customer

Running time: approximately :30

Client: Fairmont, generic

FADE IN

Banker working at teller window looks up and smiles at next Customer standing in line.

Banker: I can help you over here.

[Customer approaches the Banker window]

Hi, how are you this morning?

Customer: Just fine, thanks.

Banker: Beautiful out there today, isn't it?

Customer: Yeah, this is my favorite time of year.

Banker: Mine, too. I love the fall colors.

So how can I help you?

Customer: I just need to cash a check.

[Hands Banker check]

Banker: Okay. For your protection, _____, I just need to see your driver's license.

Customer: Oh, sure.

[Begins to look for license.]

FADE OUT