

2026 FRONTLINE EXCELLENCE ONDEMAND

Frontline Excellence 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 a take-away tool, we have included a comprehensive teller training manual that houses a wealth of resources aligned with each module covered. A valuable workplace reference going forward.

This program is information rich. Attendees leave with a renewed dedication to achieve excellence in their roles. 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.

Pricing for OnDemand:

- ___ \$25 mil & under: \$210
- ___ \$26 mil to \$100 mil: \$315
- ___ \$101 mil to \$250 mil: \$420
- ___ \$251 mil to \$400 mil: \$525
- ___ \$401 mil to \$750 mil: \$630
- ___ \$751 mil to \$1 bil: \$735
- ___ Over \$1 billion: \$840
- ___ Strategic Partner: \$630
- ___ Non-Member: \$1,700

Please email completed form to Natalie Wareham at education@ksbankers.com or fax to 785-272-8392.

Name: _____

Bank: _____

Address: _____

State, Zip: _____

Email: _____



KRISTI KRAYNESKI - EVP, INTERACTION

Kristi builds strong relationships with clients by delivering excellent onboarding and training, and by supporting them as they work to realize all the benefits of The CorePoint's products.

Before joining us, Kristi worked for 15 years in community banking as a Chief Operating Officer where she led consumer banking, wealth management, trust, and the holding company's operational areas.

TRAINING TOPICS:

Professional Maturity

- » Gain flexibility
- » Manage your image
- » What you say, how you say it
- » Reputation
- » Manage your emotions
- » Confidentially
- » 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