



**Ideas + Solutions = Success**  
Brought to You by The Hawaii Credit Union League

# Teller Training Essentials Workshop

Presented by the Hawaii Credit Union League  
Thursday, April 8, 2010 • HCUL Education Center

## Who Should Attend

**New tellers in need of practical training and seasoned tellers in need of a refresher course.**

### Here's What You Will Learn

Being a teller means more than taking deposits and cashing checks. A teller needs to know security procedures, current regulations, and how laws apply to different types of accounts. A teller must identify currency by portrait and trace the flow of checks and share drafts. As a frontline employee, a teller should identify members' needs and offer solutions through credit union products and services.

Gain relevant knowledge and solid, practical skills at this dynamic workshop.

### Your Instructor

**Jennifer Sims** is the training manager at Hawaii State FCU, where she is responsible for planning, developing, and implementing training activities throughout the credit union and the relief staff for the various



branches. Jennifer has over 20 years of financial industry experience in areas of teller, new accounts, branch management, and training & development. Since 2002, Jennifer has served on the Financial Education Alliance of Hawaii Board as a director, officer, and instructor.

#### SCHEDULE AT A GLANCE

- 9:30 am - 10:00 am**  
Registration/Continental Breakfast
- 10:00 am - 12:00 pm**  
Program
- 12:00 pm - 12:30 pm**  
Lunch
- 12:30 pm - 4:30 pm**  
Program

**Early Bird Deadline**  
March 18, 2010

**Final Deadline**  
March 30, 2010

# Upcoming HCUL Educational Programs

## 72<sup>nd</sup> Hawaii Credit Union League Annual Convention

May 13-15, 2010 • Grand Wailea Resort Hotel & Spa

**Final Deadline: 3/12/10**

## Credit Union Philosophy Workshop

April 15, 2010 • HCUL Education Center

**First Deadline: 3/25/10**

**Final Deadline: 4/6/10**

## Basic Accounting I

May 26-28, 2010 • HCUL Education Center

**First Deadline: 4/28/10**

**Final Deadline: 5/12/10**

The Hawaii Credit Union League Pākela Award honors credit union professionals and volunteers for their commitment to continuing education. Individuals qualify for a Pākela Award by earning 25 credit hours beginning July 1 of each year and ending June 30. Credit hours are earned by completing League workshops, schools, special interest seminars, and conferences. Those who complete at least 25 credit hours will be recognized annually at chapter events. These individuals will receive certificates and recognition in the program of events at their respective chapter meetings. In addition, a special award will be given to one outstanding individual from each of three credit union asset categories.



**YOUR EDUCATIONAL INVESTMENT** for this workshop is \$65 per person if paid by the early bird deadline; \$81 if received thereafter until the final deadline. A continental breakfast and lunch are included. Complete this registration form and return it along with your payment to the Hawaii Credit Union League. Payment is required at the time of registration to confirm participation. Please make a copy for your files. Please call Sherrie Hill at HCUL at 203.6404 or 888.331.JOIN (5646) should you have any questions.

Please mail your completed form and payment to:

Hawaii Credit Union League  
1654 S. King Street  
Honolulu, HI 96826-2097

You may also register online at [www.hcul.org](http://www.hcul.org).

**NO REFUNDS WILL** be made after the final deadline for this workshop. Cancellation and refund requests must be made in writing and may be faxed to 808.945.0019 or e-mailed to [shill@hcul.org](mailto:shill@hcul.org).

**A MINIMUM OF 15** participants is required by the early bird deadline date for a workshop to be presented. Registration is first-come, first-served.

*(If you are registering for someone else, please share the following information with them.)*

**BUSINESS CASUAL ATTIRE** is appropriate. Room temperature may vary, so please bring a sweater or jacket.

**PARKING IS AVAILABLE** in the HCUL parking lot. Please double park as necessary.

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Credit Union Name \_\_\_\_\_

Participant Name \_\_\_\_\_

Badge Name \_\_\_\_\_

Participant Phone \_\_\_\_\_ Participant E-Mail \_\_\_\_\_

Postmarked on or before 3/18/10

- Enclosed is my early bird registration of \$65
- Pending grant

Postmarked between 3/19/10 - 3/30/10

- Enclosed is registration of \$81
- Pending grant



If you have a physical or medical condition requiring special attention, dietary or otherwise, please advise us so arrangements can be made.