



THE CHALLENGE

In recent years, inconsistent performance, proof errors and failures to meet customer service objectives had negatively impacted Armstrong Bank's revenue by as much as \$500,000 a year. The longstanding financial institution recognized it needed formal teller training to optimize internal procedures and turned to The Bob Pike Group (BPG) for help.

OUR SOLUTION

After analyzing the areas in need of attention, BPG refined and reformatted existing Armstrong Bank content into a more engaging and effective training manual, along with a series of job aids. In addition, BPG utilized its expertise in adult education to provide one-on-one training for the bank's own internal trainers.

THE RESULTS

Three months after working with BPG, Armstrong Bank saw an average of 99.5% proof accuracy bank-wide, saving \$500,000 by eliminating errors. In addition, tellers reported improved confidence, pride and understanding in their roles and duties. The bank also noted an increase in its own internal training efficiency.

AVERAGE PROOF ACCURACY

99.5%

\$500K
ANNUAL SAVINGS