

BOLD Banker Scavenger Hunt

The focus today is on the following Core Behaviors



- Be open-minded
- Focus on solutions
- Leave titles at the door
- Think like a customer



- Actively listen
- Clear goals and expectations
- Get to know your work neighbor
- Provide the what and the why

Be Authentic:

Consult the GBC Customer Service Standards guide to answer the following questions:

What do you say when a customer enters the branch, department, or becomes visible on camera?

Name three things to include in your recorded voicemail message.

What are three things that need to be included in your Out of Office message?

Over Communicate:

Reach out to a GBC team member

- Introduce yourself
- Talk about your respective backgrounds
- Discuss ways to begin to integrate with the team