

Recognize

Guidelines

- ✓ Greet members as they enter the credit union.
- ✓ Make eye contact and smile at members.
- ✓ Learn and use a member's name.
- ✓ Show an interest in members.
- ✓ Acknowledge members waiting in line.
- ✓ Always say please and thank you.
- ✓ Use a pleasant tone of voice.

What standards for recognizing do we have at our credit union?

List some examples of effective recognizing that you have seen at our credit union.
