

## Armstrong Bank Case Study

Armstrong Bank came to The Bob Pike Group with a need for formal teller training to optimize procedures within their business. Lack of consistency, failure to meet customer service objectives, and lack of uniformity plagued Armstrong Bank and negatively impacted their revenue. Previous to The Bob Pike Group's training, Armstrong Bank was losing an estimated \$500,000 each year due to proof errors and other suboptimal procedures.

After analyzing the areas that needed attention within Armstrong Bank, The Bob Pike Group took action to enhance the bank's teller excellence program. Using content provided by Armstrong Bank, The Bob Pike Group refined and formatted the content into a training manual while also creating job aids. Lastly, The Bob Pike Group utilized its expertise in adult education to train the one-on-one trainers selected by the bank.

Three months after working with The Bob Pike Group, Armstrong Bank saw an average of 99.54% proof accuracy bank-wide, eliminating \$500,000 in proof errors. In addition, tellers showed much more confidence, pride, and understanding in their roles and duties after implementing solutions designed by The Bob Pike Group. The bank also noted an increase in efficiency in the one-on-one trainers trained by The Bob Pike Group.