

Customer Service Month at PennCrest Bank!

October, 2016

Thank you to all team members for your participation in our
2016 Customer Service Month celebration . . .

and for providing *Service Excellence* at PennCrest BANK!

LUCKY WINNERS OF OUR FANTASTIC FALL PRIZES!

Customer Service Month 2016!
Please tell us about a time when we
EXCEEDED your expectations!

My PennCrest BANK Service Champion is: _____
This is how my Service Champion achieved and exceeded my expectations:

Please Print Name: _____ Date: _____

Thank you for the opportunity to provide you with
Service Excellence at PennCrest BANK!





Debbie and Debbie...Serving customers in Altoona main!



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“Please tell us about a time when we EXCEEDED your expectations!”

“Our entire home mortgage process has been fabulous! Thank you!” Loan Department

“Every time I call, he knows us by name and voice. Have been dealing with him for 16 years and when my son needed to buy a home he was more than willing to help in anyway. We could have gotten a better rate, but did not even look elsewhere. We enjoy dealing with this bank.” (Chris Nagle)

John Beyer – “Great personality – funny guy – makes my banking experience so special.”

Debbie Falkowski – “Always makes me feel welcome.”

Debbie Falkowski – “Very nice and helpful.”

Debbie McMahon – “Fast and easy every trip. Such lovely women and service. Thank you very much!!”

Debbie McMahon – “Excellent, professional service.”

Brenda Killinger – “Unquestionably the most helpful & always consistently friendly.”

Brenda Killinger – “Always cheerful & smiling.”

Brenda Killinger – “Anticipates my needs, kind, considerate.”

Brenda Killinger – “Always pleasant & polite. On the ball.”

Brenda and Debbie McMahon – “Outstanding customer service. Very helpful and friendly!!”

Altoona Tellers – “They all rock!”

Connie Hurd – “Always so helpful with all my banking needs!”

“Sue is excellent. Keep up the great work.”

“Sue is the most pleasant, always has a smile.”

“Sue is always so friendly and helpful.”

“Sue is very professional.”

“Sue is always very helpful.”

“Sue is courteous and knowledgeable all the time.”

“Sue always gets it right!”

“Sue does it all!”

“Dawn is always friendly, helpful.”

“Excellent customer service. Does my transactions the way I like them done even when it takes extra steps.” Dawn

“Dawn is fantastic.”

“I was very, very down today. Dawn had me laughing when I left and I had a great day after.”

“Dawn is always pleasant and friendly. Good sense of humor.”

“Always friendly, kind, helpful, and a joy to visit this office.” Hollidaysburg

“They always have a smile on their faces and willing to lend a hand bank-related or other. Enjoy their company and welcome their help.” Hollidaysburg

“Connie is friendly and knowledgeable all the time.”

“Dawn is always friendly and very informing about their services.”

Jennifer:

She always meets my customer service needs.

Puts up with my husband and always is cheerful.

Always a great help.

Always polite and friendly.

Excellent service.

Always polite willing to help me in being there for me.

Very kind and helpful.

All my questions are always answered with any of the girls. Prompt service. Been a member here for at least 45 years.

2nd to none in service. Very kind! Knowledgeable! Hats off to all the staff as well.

Very courteous and always helpful.

Always friendly and smiling when I come in.

Always smiles and is very helpful. Always, every time.

She is always helpful – cheerful and willing to assist! Additionally she always knows me even on the phone!

Great job.

Great service every time!

Deeply appreciated them saving me the coins I wanted.

Everyone is always friendly and helpful.

I've been with bank for 50 years or more and would never think of leaving. I'm very satisfied.

She is very pleasant, helpful, and informed.

Heidi:

Fast – friendly service.

She is a good and careful teller. I look forward to working with PennCrest Bank.

Everyone is so nice. Glad this is my bank.

Always good advice. Friendly.

Always polite and courteous!

Help in cashing bonds, etc., along with Connie.

Very friendly! Knows what she is doing.

Always had the best service.

Nancy:

She connected on a personal level and helped with my transaction.

Always very nice.

Always smiles, very courteous. Always greets me.

She helped me when I was scammed and felt empathy for me. Suggested contacting the three credit bureaus.

Always greets me warmly.

Very friendly and helpful.

Very friendly – answers all my questions.

She asked for I.D. because she didn't know me.

So pleasant – greeted me before I had my window down the whole way!

Nancy always has a smile every time I go through your drive-thru. She is extremely friendly and makes me feel welcome. Nancy is definitely an asset to your financial institution!

Very nice and courteous.

By being personable.
Extremely friendly.
Exceptionally helpful.
Nancy is always so friendly and such a pleasure to deal with! (Basket Winner!)
She is always pleasant and accommodating in her service.
Always friendly, always professional, gets the job done.
You're the greatest. Very friendly.
Fast friendly service.
We always find her smiling on arrival and she is quite efficient.

Clarissa:

She did a good job. I worked at a bank for 30 years. Saw your sign. Not here in Altoona, but Clarissa and your staff is great. Thanks Clarissa.
Very friendly. Knows me which is nice customer service.
Always friendly and willing to answer questions.
Fast friendly service.
Very nice and always willing to help.
Answered questions on CD and explained escheat laws to us.
Always the best service.

Everyone at PV!

Very nice everyone.
Unbelievably good.
Treat people very good.
Everyone at Pleasant Valley office is friendly and great!
They are always friendly both in person and on the phone! They are helpful when a problem arises and they have candy.
Friendly, helpful, pleasant, make you feel comfortable, tells you about the options you have when banking.
Super staff.
They are very nice and knowledgeable.
Very happy with everyone here at PV Blvd.
Great. Thank you.
The girls are great all the time. Friendly and always help with any problem you may have.
Very polite. Always helpful. Pleasant to do business with.
Everyone is the very best at what they do. Keep up the good work.
Always polite and ready to help. Good service on phone and in bank. Satisfied. Thank you!
Go above and beyond in all areas! Excellent.
I can't pick just one. All the young ladies go out of the way to make my day! And they always are polite and say my name.
All good.
The service is excellent. Friendly. Everyone is cordial, polite, and helpful in many ways
Very courteous and helpful
Everyone is great!

Jennifer and Crew: They are the best! Awesome! Friendly, courtesy, efficient.
Jennifer, Heidi, Clarissa: They always smile and always help with all my needs.
Heidi and Clarissa: Both were very helpful when I needed to close my checking account and to open a new one. Both very knowledgeable and friendly.
Connie: She even got water for the coffee maker.

Martina - "friendly-courteous "smile""

I like the Gallitzin Branch the best! :)"

Amy - "Always there to serve my every expectation. Excellent."

Amy: "She takes the greatest care of me. Actually - all the ladies in Gallitzin are wonderful but I've known her the longest."

Everyone - "Polite, helpful, friendly - "small town experience""

All the girls - "The best and most efficient staff. Very friendly and kind."

All of the girls: "The tellers are all friendly, out-going, and they know my family by name and finally the service is top notch."

"I just switched branch office due to a move. My new tellers are wonderful and so helpful. Thank you!!" Karen and Patton

"Whoever is waiting on me or anyone in my family, they are always so nice, friendly and understanding Always willing to help out, no matter what..." Everyone at Patton

"They always are friendly, really enjoy my experience with Patton's PennCrest." Patton

"Judy is always helpful and very nice."

"Terri is always efficient with working on my many accounts. Always a smile on her face."

"Karen was very helpful with helping us change our direct deposit. We certainly appreciated all she did."

"Dani has a sparkling smile! Such a positive employee!"

"When I came to Patton, everyone was very nice and treated me like family."

Sara Byrne – "She is always there for all of us. We can go to her anytime with any questions. She is very caring and helpful. I am always happy to come to work."

Terri Kober – "She is a great person to work with. She taught me everything since the 1st day I started. She is a very patient and helpful person. Always there to help and teach me. The best."

Judy Stephens – "She has always been a very helpful and patient person. She is always willing to answer and help me no matter how many times I ask. I enjoy working with her."

Megan – She is always super helpful!

Lori – Always has a great smile and positive attitude!

Megan – She always greets you with the loveliest smile and will do everything she can to get your questions answered.

Megan – Great Job!

Megan – Is so friendly and efficient, like her a lot

Megan – She is always cheerful and friendly no matter when I come in

Lisa – Very Pleasant and helpful!

Everyone – Very Friendly and do their work well

Megan – Great service every time I come in

Lisa – does good work!

Everyone – Great service!!! Always!

Megan – Megan helps me a lot every time I have a problem. The other girls are very nice too!

Megan – She always remembers my name and is very courteous when she helps me

Everyone – All of these girls are wonderful, I think they go above and beyond every day to help me with all my banking needs!

Lori – Helpful and pleasant, nice to do banking with

Megan – Always great service

Lori – Very professional

Megan – Patient and good job!

Everyone – Very Nice!

Lori – Great work!

Megan – Always courteous

Justine – Pleasant

Everyone – They are very pleasant, very polite, and very quick

Lori – Is always very helpful and polite

Everyone – Help me all the time!

Lori – She is always so pleasant and never tells me to get out!

Megan – She really helped me out when I got sick. She is so pleasant to deal with

Megan – Pleasant smile and attitude every time I walk into the bank

Everyone – Every associate I have dealt with in this bank have gone overboard to service clients and I notice even when they are busy they don't neglect anyone

Megan – Is very thorough and gets you in and out in a timely manner. Very courteous and polite

Everyone – No waiting, take care of you right away!

Megan – Always Courteous

Megan – Excellent and very nice!

Lisa – Professionalism plus!

Megan – The service is super, my needs are above expectations and accurate

Everyone – Very Nice!

Lori – BEYOND!

Megan – Always very helpful with my many transactions

Lisa – She is so nice!

Megan – She is always nice and very professional! Great Work ethic!

Lisa – She is so nice!

Everyone – I am really happy with the services the bank gives me, and all the girls who work here!

Lori – Pleasant personality and excellent service

Everyone – They always smile and eager to help you with your needs in a timely manner

Lori – Always smiling and friendly

Lori – Very helpful and kind! Always has a smiling face!

Justine – Very polite, helped me with my bill

Everyone – They go above and beyond to help you!

Everyone – They always make my day!

Megan – Always happy and friendly

“Debbie (Falkowski) went out of her way to help my sister with her finances. She was so very kind to both of us.”

“Yvonne assisted with an addition to our house. Made the process very easy!”

“Hope straightened out my checking account, helped me ill out lots of paperwork.”

“Amy (Lee) is always friendly and helpful and always brightens my day and puts a smile on my face. And she always remembers baby girl's treats.”

“Yvonne is always able to help us when needed.”

“It's nice to walk in or drive in and everyone is so happy and helpful. They all know what they are doing, anything it is.” (Dana and Cresson)

“Even without a deposit slip, Dana was able to take care of me and she's always so pleasant and smiling.”

“As new customers, Connie obtained our loan. She was very positive from the start. Paperwork was done in a timely manner, appraisal, etc. It was a privilege to work with her.”

“Yvonne worked hard to bridge the gap between the old bank and the new one. Thanks.”

“Service with a smile, even when I show up at closing time.” Amy Lee

“Hope was very kind and patient while we switched our savings to a checking to have a debit card.”

“Amy (Lee) is friendly and always efficient!!”

“Friendly, courteous, makes me laugh. Very good at her job!” Amy Lee

“Dana is the nicest, happiest person and always goes above and beyond.”