



Contact: Jay H Bowden
Telephone: 800.222.9909
Web: www.trcinteractive.com

PRESS RELEASE

CenterState Bank of Florida, N.A. Chooses TRC Interactive To Deliver Teller Training

Harrisburg, PA, June 2, 2009: CenterState Bank of Florida, N.A. has selected TRC Interactive, Inc., the nation's leader in financial institution training, to train its staff with TellerSolutionOnline®.

TellerSolutionOnline® is customized with the bank's preferred method of counting currency and several terms. Loaded with enhanced graphics, animation and special effects, audio and video, TellerSolutionOnline® engages and involves trainees to increase retention and performance. The Program includes modules for Introduction, Your Role as a Teller, Customer Service, Professional Dress, Products and Services, All About Money, Counting Cash, Checks, Identification, Check Cashing, Deposits, Payments, Withdrawals, Miscellaneous Transactions, The FDIC, Regulations – Product Information, Regulations – Customer Protection, Regulations – Criminal Activities, Security – Schemes Aimed at Financial Institutions, Security – Schemes Aimed at Customers, and Robbery. In addition, CenterState Bank of Florida, N.A. gets Training Central™ – the included Learning Management System, an Administrator's Guide, and the Action Guide, which is the companion to the multimedia and can be completely customized.

Training Central™ is an online Learning Management System coupled with TellerSolutionOnline® that provides full management and tracking capabilities and maintains a record of all participant activity.

CenterState Bank of Florida, N.A. was established in 2000 and has remained one of Winter Haven's most contemporary and trusted financial institutions. CenterState Bank of Florida, N.A. has been committed to offering the residents of Central Florida the very best in customer service. There are 16 locations available to provide the customers with all of their banking needs and a high level of financial security. CenterState Bank of Florida, N.A. is a community based bank that provides a wide variety of services and banking options for their customers. They value the personal attention they are able to

[...training you can bank on](#)

provide their customers, and continually strive to improve their services to better meet their customer's growing banking needs. For more information, visit <http://www.centerstatebank.com/>.

From online training to multimedia, from internet to intranet, from blended facilitation to self-instruction, from measurement to metrics, TRC Interactive has the strongest credentials in financial institution training today. As one of the most respected training organizations, TRC Interactive is state-of-the-art in not only training, but bank systems, equipment, management problems, needs, and personnel.

About TRC Interactive:

TRC Interactive has provided training services to financial institutions throughout the U. S. since 1973. TRC is the creator and developer of the award-winning TellerSolutionOnline®, the nation's leading solution for training *new* and *part-time* Tellers, as well as BankTrainingOnline®, an extensive online collection of training courses. TRC (www.trcinteractive.com) is located in Harrisburg, Pennsylvania with additional staff, project management, and media facilities in Buffalo, New York, and Pittsburgh, Pennsylvania.

If you would like more information on this topic, or to schedule an interview with Jay H Bowden, please call 800.222.9909.

...training you can bank on