**Bank Teller Fundamental**

*Description:* This course provides the fundamental entry-level knowledge to work as a teller and teaches the basics of being an accurate and high-performing teller in a bank or credit union.

**Learning Objectives:**
After completing this course, participants will be able to understand:
- Define the role of a teller
- Identify common documents handled by the teller
- Define banking terms as it pertains to bank tellers
- Determine if all documents are filled out correctly and completely
- Explain the steps in the balancing process
- Review how to balance your cash drawer
- Know what to do if your accounts are over or short
- Determine factors to be considered in making transaction decisions
- Define the types of endorsements for checking cashing
- Know the importance of following bank policy and procedures
- Identify when to refer check-cashing situations for supervisory approval
- Arrange and count currency using a prescribed method of counting
- Know how to strap currency and roll coins in the proper amounts
- Explain how to provide consistent quality customer service
- Identify the elements of good customer relations and quality service

**WHO SHOULD ATTEND**
Anyone who would like to work as a teller at a bank or credit union

**TOPIC COVERED**
- The Role of The Teller
- Handling Checks
- Processing Transactions
- Cash Handling
- Cash Balancing
- Bank Services
- Bank Security
- Providing Quality Customer Service

**Hours:** 36 hours classroom

**Course Fee:** $350
Textbook Required
Approx. Cost = $120.00

**Date:** Nov 3 – Dec 17
**Days:** Tues & Thurs
**Time:** 6:30p.m. – 9:30p.m.

Or

**Date:** Apr 5 – May 12
**Days:** Tues & Thurs
**Time:** 6:30p.m. – 9:30p.m.

**Location:**
San Jacinto College South, Central & North

More Information contact: David Lewis
281.542.2061 or David.Lewis@sjcd.edu

**website:**
http://www.sanjac.edu/cpd/bp-training

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