

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: 6/6/17 thru 7/18/17

Days: Tues & Thurs

Time: 6:30 pm - 9:30pm

Location:

San Jacinto College South
CRN 95148

Date: 10/3/17 thru 11/9/17

Days: Tues & Thurs

Time: 6:30 pm - 9:30pm

Location:

San Jacinto College South
CRN 50557

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<http://www.sanjac.edu/cpd/bp-training>

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