Learners will start with an introduction to basic learning skills that will provide tips for successful lifelong learning. Learners will develop skills and practice the knowledge related to the banking industry with "real life" examples and practical hands-on application. Learners will practice the job search skills needed to move to a new career as a bank teller professional.  
Length: 56 hours  
Prerequisites: None

TOPICS COVERED
- Bank Teller Fundamentals
- Banking Ethics and Security
- Banking Regulatory Compliance
- Professional Teller
- Ultimate Customer Service in Banking
- Learning Skills
- Job Search and Employment Skills

LEARNING OBJECTIVES
- Examine business ethics from a banker’s perspective with "real life" examples and practical hands-on application.
- Explain the current key regulations that directly affect the responsibilities of tellers.
- Use skills needed to make confident and effective referrals to develop the relationship selling process.
- Exhibit behavior with co-workers and customers that show respect for the value of diversity.
- Rely on professional behavior in the workplace to reinforce relationships of trust.
- Practice the ten basic customer service skills that clients expect from any business interaction.
- Explore three communication methods for sharing information with clients and the keys to effective listening that can have a positive influence on a client.
- Overcome obstacles that cause stress and can keep employees from displaying good customer service.
- Pinpoint the real source of a client’s anger and accept the responsibility for ensuring that an angry client feels their banking relationship is respected.
- Follow principles for lifelong learning success.
- Successfully complete a professional resume, submit resumes to hiring organizations, and practice interview skills with proper dress and demeanor.

Cost per Student: $1,120 includes all materials

SCHOLARSHIPS AVAILABLE!!
For those who qualify for the scholarship, total out-of-pocket cost of training is $120.

Call 281.478.3636