Bank Teller Fundamentals

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
(Curriculum Provided)
Date: July 15 – Aug 14, 2013
Days: Mon & Wed
Time: 6:30p.m. – 9:30p.m.

Location:
San Jacinto College South Campus

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