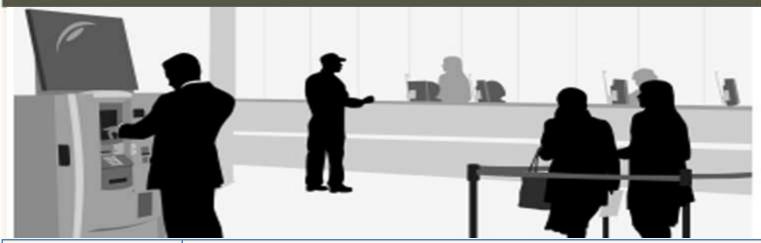
nbi

PRESENTS COMPLETE TELLER SOLUTION



DURATION	1 Day
TARGET GROUP	Staff working in the Teller or aspiring to join teller/ cash
METHODS	Audio-visual presentation, role playing, case studies, participant presentation
RESOURCE PERSON	Mr. Pankaj Pant, Siddhartha Bank Ltd.
OBJECTIVES	The workshop will focus on developing conceptual skills of staff working in the Cash Area as well as provide a holistic environment for staff to clear up issues being faced on a day to day basis in their work place. The major aim of this Training Program is to make the participants aware about the theoretical as well as practical aspects of Cash Management. The Program is intended to equip the participants with knowledge so at to enable them to conduct their
VENUE	Hotel Welcome, Janakpur
DATE & TIME	29th June 2019 (7:00am to 2:15pm)

NATIONAL BANKING INSTITUTE LTD.

Central Plaza, 6th Floor, Narayanchour, Naxal, Kathmandu, Nepal. T : 977-1-4415903/905, 4436001 • F: 977-1-4441351 info@nbi.com.np • www.nbi.com.np

Course Outline

Topics
Teller Overview & Functions Some related terminologies Ideal characteristics Importance of customer service excellence in Teller area of Bank
Setting up of a teller counter Start of day processes Teller's Nature of works LCY- Cash deposit/ Cheque deposit Teller functionsCont
LCY- Cash withdrawal FCY handling & EOD process FCY currencies cash exchange & Deposit FCY withdrawal FCY Cheque / Purchase
FCY Encashment End of day cash balancing with nitty /gritty Practical difficulties & solving them Highlights of other must know essentials
Highlighting must know NRB regulations Security & physical features of genuine currency paper note Tools to authenticate genuineness of currency paper note Essentials of signature verification Q&A

Terms and Conditions

Fee/ Charges :
1. Cancellation/ withdrawal of participants must be done 24 hours prior to start of the program. If participant does not attend the program without cancellation, full charge shall be levied to the client.