



PRESENTS

# COMPLETE TELLER SOLUTIONS



<b>DURATION</b>	1 Day
<b>TARGET GROUP</b>	Staff working in the Teller or aspiring to join teller/ cash
<b>METHODS</b>	Audio-visual presentation, role playing, case studies, participant presentation etc.
<b>RESOURCE PERSON</b>	Mr. Pankaj Pant, Deputy Manager, Head Remittance Business and Branch Manager, Tripureshwor Branch, Siddhartha Bank Ltd.
<b>OBJECTIVES</b>	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 as to enable them to conduct their day to day operations independently.
<b>VENUE</b>	Hotel Avacado, Hetauda.
<b>DATE &amp; TIME</b>	21st May, 2016 (7:00am to 1:30pm)

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# 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 functions...Cont

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.