



Complete Teller Solution

1. Duration : 1 day
2. Nature : Workshop
3. Target Group : Staff working in the Teller or aspiring to join teller/ cash
4. Methods : Audio-visual presentation, role playing, case studies, participant presentation etc.
5. Resource Person : Mr. Pankaj Pant, Deputy Manager, Head Remittance Business and Branch Manager, Tripureshwor Branch, Siddhartha Bank Ltd.

6. 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 as to enable them to conduct their day to day operations independently.

7. Contents

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

Details

Date : 13th September, 2014

Time : 10:00am to 5:00pm

Venue: Hotel Rubus, Dhangadi.