

# TELLER FUNCTIONS & CASH MANAGEMENT

## Teller Overview & Functions

- Some related terminologies
- Customer Service and KYC
- Importance of customer service in a Bank
- Attire and setting up of a teller counter
- Initiate of day processes
- Nature of works of a Teller
- LCY- Cash deposit/ Cheque deposit

2 Hours

## Teller functions...Cont.

- Handling of LCY/FCY
- LCY/FCY – withdrawals
- LCY/FCY Cheque/Draft Purchase and Risk Involved
- FCY currencies cash exchange & Deposit
- Vault Operation/management
- End of day process

Practical difficulties & solving them

2 Hours

## Highlights of NRB regulations

- NRB regulations
- Security & physical features of genuine currency paper note
- Tools to authenticate genuineness of currency paper note
- Essentials of signature verification
- INR Draft/TT/RTGS transactions and highlights of NRB regulations
- FCY transaction, PP/Medi cash, Travel Card and Debit/Credit Card
- Highlights of Clearing and Reconciliation
- Q&A

3 Hours

- **Date:** 20<sup>th</sup> June, 2015.
- **Venue:** Siddhartha Cottage, Butwal.
- **Time:** 7:45am to 3:00pm.
- **Target Group:** Staff working in the Teller or aspiring to join teller/Cash.

### **Facilitator**

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