

TODAY'S TELLER  
DEVELOPING BASIC SKILLS

*HANDBOOK*

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# INTRODUCTION

You are about to embark on a rewarding career with your bank. Ninety-five percent of business that takes place in the bank branch is through a teller. For those customers, *you are the bank*.

Your bank provides incentives for doing your best possible job. Future salary increases and career promotions are based on your daily job performance. Many banks give cash awards to tellers who are especially proficient in sales skills. You must earn these incentives by successfully completing your specific job responsibilities.

Because of the competitive nature of banking, these responsibilities will change during your career. The banking work force must adapt to changes in regulations and compliance law. This course will provide you with the insight you need to grow from a rookie to an informed, professional teller.

