



Bank Teller Procedures Training

Issues

Deposit concerns.

A lady is depositing a check from a business across town. She casually mentions that this business will soon be closed. Do you take any action based on this news?

Sample
Game
Cards

(smaller than
the Actual
3 1/8" by
2 1/4" size)

Check cashing issues.

A customer wants to cash a check. The check is signed but the date is missing. You see this woman filling out the amount, but the check is not from her own account. How do you approach this request?

Regulatory issues.

A man was in earlier and deposited over \$6,000 in cash. He is back later in the day with another \$5,000 in cash. How do you handle this deposit?

Sensitive Issues .

A well-dressed businesswoman is in making a deposit for her business. While counting the cash, you pick out a counterfeit bill in her deposit. What do you tell this woman, and what steps do you take?

Full Services

A woman looks distraught. She tells you that she has had her purse stolen and is missing her traveler's checks. She is from out of town and could use your help; what do you do?

With Criminal Implications.

You have a gentleman on the phone. He suspects that his check statement with last month's cancelled checks was stolen from his mailbox. What do you do from here?

Standard Procedures.

A woman is complaining that the ATM on the outside of the building went through the entire transaction but gave her only \$20 of the \$40 requested. Her receipt shows that she has been given forty dollars from her checking account. She is waiting; what do you do?

The Stress of Service.

A furious man approaches you. It seems that a merchant confiscated his credit card. Your financial institution issued his card and he wants answers now. What do you do to get to the bottom of this complaint?