

TELLER CERTIFICATION PROGRAM



Date: Wed-Thurs, April 18-19, 2018
Venue: Lahore

Last Date Of Registration:
April 16, 2018

Fee: PKR 18,500/-
per participant
Timings: 9 am-5 pm

OVERVIEW

As with any consumer operation, banks rely on managers, accountants and computer technicians to keep the facilities running. Similarly unique to the industry are tellers, who perform financial transactions with customers. Bank tellers greet customers and process financial transactions like withdrawals and deposits, as well as promote bank services. Attending this course will help individuals learn the job faster and more efficiently. The training course is designed for bank tellers and features all aspects of the teller function, including Balancing, Cheque Cashing, and Fraud Identification, Customer Service Skills and Compliance. This 2-day program is designed for tellers – being the front end staff – to provide them with knowledge and make them capable of understanding key concepts & terminologies to do the job effectively. As tellers are usually the first people to interact with customers, it is essential that they are aware of the policies & regulations to ensure compliance and simultaneously bring the best customer experience to improve the branch's profitability.

COURSE CONTENTS

- Introduction to Bank, Banker and Customer
- Key Competencies of Teller to Handle Cash
- SBP Clean Note Policy
- Counterfeit Detection
- Negotiable Instruments
- Standardization of Customer's Cheque Layout
- Handling of Cheques at Cash Counter
- Processing of Inward Outward Clearing & Collecting Banker's discharge
- Introduction to Account Opening & Operations
- Automated cash processing and ATM feeding
- Customer Service Excellence
- Importance of Security Measures
- Complying with AML CFT Regulations

WHO SHOULD ATTEND

- Tellers/Cashiers
- Customer Service Officers

FACILITATOR

Mr. Arshad Latif Khan

Mr. Arshad Latif Khan worked with Allied Bank Limited for 34 years, in various positions like Branch Banking Officer, Banking Services Manager, Branch Manager, Area Manager Recovery, Directing Officer with Training Department, Compliance Officer, Manager Legal & Labor Unit Head General Banking. He has been a resource person with Institute of Bankers Pakistan (IBP) for 15 years. He has worked with Operations, Business, Compliance, Recovery (SAM) and Training Departments. During his career, he handled complaints till resolution and looked after legal cases (Civil, Criminal, BMP, FIA, NAB, etc.). He has a degree in Economics, DAIBP (IBP) and IFC certification in Training of Trainers. Mr. Arshad has additional skills in training and development of Bank Officers, Tellers and other staff. He has conducted Training courses on various areas of Banking like Banking Procedure, Banking Laws, Prudential Regulations, Account Opening, Cash Handling, Inco terms, Management of Deceased Account, Improving Audit Category of the branch and Teller Training Programs.

DISCOUNT

5%
DISCOUNT
on 3-5 nominations

10%
DISCOUNT
on 6+ nominations

CONTACT

Lahore

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