

## How to Use This Manual

The teller's job is a key position in today's bank. Tellers have frequent contact with customers and are a determining factor in a customer's perception of the bank. The teller serves as the front line in establishing the bank's image and differentiating the bank from its competition. The *Teller Training Manual* with the accompanying *Trainer's Guide* focuses on how your bank can train your tellers to meet the demands of today's banking industry — dealing effectively with customers, performing job responsibilities efficiently, and following the bank's policies, while projecting and maintaining a professional image for the bank!

### Trainers Guide

The first component, the *Trainer's Guide*, contains the essential tools and information you need for your training program. Use the *Trainer's Guide* as is to fit your bank's teller training needs or customize the guide to the second component, the *Model Teller Training Manual*, which is tied to the *Trainer's Guide*.

The *Trainer's Guide* includes the following:

- Explanation of teller training objectives
- Guidance on selecting a teller trainer
- Sample training schedule
- Suggestions for setting up a training location
- Tips for writing and adding customized procedures to the *Model Teller Training Manual*
- Guidance on evaluating your training program
- Answers to the review questions and activities that appear at the end of the chapters in the *Model Teller Training Manual*

### Teller Training Manual

As referenced, the *Teller Training Manual* is the second component of the overall manual. We organized *Model Teller Training Manual* into seven chapters that cover the range of activities and functions your tellers need to know. Chapters include the following:

- Chapter One — Role of the Professional Teller
- Chapter Two — Cash Handling
- Chapter Three — Checks and Check Handling

- Chapter Four — Transaction Processing and Inquiries
- Chapter Five — Introduction to Banking Regulations
- Chapter Six — Audit Guidelines and Checklist
- Chapter Seven — Customer Service
- Loss Prevention Reference Index

Each chapter includes clear, concise explanations, exercises to complete, and numerous examples. We provide review questions and activities throughout, so you can measure the teller trainee's understanding as you go.

We also provide the *Model Teller Training Manual* on CD to help you modify the manual easily. Much of the information in the manual is standardized for the banking industry and requires little or no modification; however, you may wish to modify other information (such as the transaction processing procedures). The CD also contains a CD user guide.

### **Loss Prevention Reference Index**

Sheshunoff's *Model Teller Training Manual* contains the information you need for building your training programs. The book includes added emphasis to loss prevention. New indices reference articles throughout the manual to help you quickly build your loss prevention sections. The Loss Prevention Reference Index contains more than 90 information articles and more than 40 subtitles for research. We will add new articles with each update.