

## AIB Today's Teller: Developing Basic Skills

(Ongoing)

*Today's Teller: Developing Basic Skills* provides participants with the basic tools to effectively handle the responsibilities of today's teller.

<b>Price</b>	\$395 Nonmembers / \$315 Members
<b>Course Length</b>	8 Weeks
<b>Course Credits</b>	AIB: 2.0; ICB: 41.75 CBT
<b>Prerequisites</b>	None
<b>Required Software</b>	Microsoft Internet Explorer Browser 7.0 or Mozilla Firefox 2.0 or higher
<b>Textbook</b>	<i>Today's Teller: Developing Basic Skills</i> , 2008, ABA
<b>Start Date/ Catalog #</b>	Open Enrollment (Begins every Monday) 3005683

### Audience

*Today's Teller: Developing Basic Skills* is designed for entry-level tellers.

### Learning Objectives

After completing this program, you will be able to:

- Describe the basic functions of the banking industry
- Define the teller's responsibilities
- Explain and perform a variety of daily transaction procedures
- Summarize the features and benefits of four basic categories of banking products
- Demonstrate quality customer service
- Describe compliance issues that affect the teller function
- Demonstrate appropriate reactions to security-related issues
- List the steps to being an effective communicator

