

## Today's Teller: Developing Basic Skills

For most of your bank's customers, your tellers *are* the bank. The vast majority of business done in a bank branch is done through tellers. Providing top-notch training to tellers is a sure way to improve your business. ABA's *Today Teller: Developing Basic Skills* is a top-notch training tool.

An ABA training classic that was thoroughly revised in 2005, *Today's Teller: Developing Basic Skills* explains clearly the basics of being a high-performing teller: the role of the teller in the business of banking, how to handle checks and process transactions, techniques for unerringly handling cash and balancing cash at the end of the day, ways to provide superb customer service, a summary of popular bank products that will improve the teller's ability to cross-sell products, and how to behave during a robbery, kidnapping, or bomb threat or when confronted with a con artist.

You'll also understand the teller's role in enhancing the bank's profitability, and distinguishing it from the competition. You will learn about the changes made in the Suspicious Activity Report subsequent to the September 11, 2001, terrorist attacks, as well have a chance to practice skills on these revised forms with blank worksheets included in the manual.

This course is available from your Local ABA Training Provider in classroom or correspondence study, as well as via ABA in an instructor-led, online format.

► **Textbook: Today's Teller, 2005, American Bankers Association**  
**Today's Teller Handbook (Table of Contents)**

**Recommended Instructional Hours: 36**  
**Recommended AIB Credit: 2**

### **Student Handbook**

Softbound, 2005, 218 pages

**#3003099**

\$79 List Price

**\$55 Member Discount**

### **Leader's Guide**

Softbound, 2005, 100 pages

**#3003100**

\$79 List Price

**\$55 Member Discount**