

Today's Teller: Developing Basic Skills

For most of your bank's customers, your tellers are the bank. The majority of business done in a bank branch is done with tellers and ABA's **Today Teller: Developing Basic Skills** teaches the basics of being an accurate and high-performing teller.



Today's Teller: Developing Basic Skills, revised in 2010, is a solid basis for a new teller training program and can be used to supplement bank-developed content. Bank specific products, policies and procedures can be taught after covering the role of the teller in the business of banking, and everyday tasks like how to handle checks, handle cash, process transactions, and balance cash at the end of the day.

The accompanying Leader's Guide makes this program easy to implement in your bank by providing suggested lesson plans and ways to structure the delivery of the content. And **Today's Teller** also includes Job Aids that students can keep at the teller station for convenient reference.

Some of the recent updates include: permanent resident visas, and Matricula Consular cards in states where accepted, and signature cards, depending on bank policy as they relate to acceptable identification; changes to the expedited funds availability and Reg CC processes; The updated CTR forms and clarification surrounding CTR terminology, corporate accounts and use of SAR forms; the addition of the OFAC; and the revised FDIC maximum insurance coverage of \$250,000.

Well trained tellers are a sure way to improve your bank's business with new and existing customers and distinguish your bank from the competition. *Today's Teller* also explores ways to provide superb customer and cross-sell products in the course of their daily tasks.

This course is available for [delivery in-bank](#) using our materials and may be available in the classroom from your [Local ABA Training Provider](#).

Textbook: Today's Teller © 2010
[Today's Teller Handbook \(Table of Contents\)](#)

Recommended Instructional Hours: 36
Recommended AIB Credit: 2

Student Handbook - © 2010, Softbound
Catalog #3005861
\$89 List Price
\$59 Member Discount

Leader's Guide - © 2010 CD-ROM only
PLEASE NOTE: *These are created on-demand, and are not returnable unless the CD was damaged when created*
Catalog #3005862
\$85 List Price
\$54 Member Discount

For more information about this product, please contact the Education Department at (501) 376-3741.