

The Institute  
of Bankers  
Pakistan



# CERTIFIED BANK TELLER

**DATE:** Mon/Tues, September 18-19, 2017

**FEE:** PKR 15,000/- per participant

**VENUE:** IBP, M.T. Khan Road, Karachi

**TIMINGS:** 9:00 am to 5:00 pm

**5%**  
DISCOUNT  
on 3-5 nominations

**10%**  
DISCOUNT  
on 6+ nominations

**LAST DATE OF REGISTRATION**  
September 15, 2017

**COURSE FACILITATOR**  
Ms. Amina Sultan

## COURSE OVERVIEW

Bank tellers are the frontline soldiers. They are the first people in the branches who interact with customers and promote the bank's services. This training has been specifically designed for bank tellers for improving their skillset and to help them perform their jobs more efficiently at their branches. This program covers various aspects of a teller's function, including balancing, check encashment and fraud identification, customer services and compliance-related issues at cash counter level. It will impart understanding of necessary policies & regulations to ensure compliance and will simultaneously develop and improve desired customer services skills of the participants that would improve branch profitability.

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## LEARNING OBJECTIVES

Participants will be able to:

- Understand role of banks and importance of teller as a customer service provider
- Differentiate between various negotiable instruments
- Detect counterfeit instruments for minimizing frauds
- Make good use of technology involved in facilitating the customers
- Evaluate various measures to ensure smooth counter services
- Handling/processing instruments and transaction on cash
- Interbank Cash Trading
- Automated Cash Processing Centers & ATM Feeding
- Customer Service Excellence

## WHO SHOULD ATTEND?

- Tellers/ Cashiers

## FACILITATOR

**Ms. Amina Sultan**

Ms. Sultan is an experienced trainer and banker, with hands-on experience spanning over more than a decade. She is currently serving as Trainer at Askari Bank Limited. During her early banking career, she worked extensively in branch banking for more than eight years, where she had exposure of working in various core functions of branch banking operations. She has been conducting trainings for bankers on subjects related to banking operations in both conventional and Islamic banking contexts.

## COURSE CONTENTS

- Introduction to banks and banking
- Key competencies of a Teller to handle cash
- Clean Note Policy
- Counterfeit Detection
- Minimizing SBP Penalties
- Negotiable Instruments
- Handling Cheques and Payment of Cheques
- Crossing and Endorsement

### CONTACT DETAILS:

Mohammad Akram T (021)-35277511 E m.akram@ibp.org.pk  
Saba Majeed T (021)-35277522 E saba.majeed@ibp.org.pk

**NOTE: Payment should be made on or before the course start date in the name of "THE INSTITUTE OF BANKERS PAKISTAN". Please send nominations/requests for participation at least two days before the training date.**