



JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

**Customer Service Training and Quality Support
2 Days Training**



Bank Teller Training Program Course Outline

OVERVIEW



Bank tellers are those employees who directly deal with customers daily. They are also referred to as cashiers or customer representatives. One of their major responsibilities is to handle all cash transactions for the bank, and hence, the employee needs to be well-skilled in handling large amounts of cash.

Tellers work in the front-line part of the banking business, typically the first who customers meet at banks. Thus, they are also the first to detect fraudulent transactions and play an important role in preventing financial losses. Recent advancements, including enhanced automated cash handling, has made it easier and safer for tellers to perform their duties.

This training course will empower you with a comprehensive overview of all roles and functions handled by bank tellers. Through this course, you will acquire the knowledge and experience required to pursue a career as a bank teller.

Further, this Bank Teller Certification course will also provide you with the required confidence and skill to assume higher roles and responsibilities requiring multitasking between different functions, thus encouraging career progression.



Course Objectives

The key objective of this Bank Teller Certification Program course is to empower professionals to :

- comprehensively understand all aspects and responsibilities handled by bank tellers
- effectively multitask between several functions handled by bank tellers, thereby demonstrating one's potential and capabilities to assume higher roles and responsibilities
- train other professionals on functions handled by bank tellers
- confidently work with technology to make certain functions of cash management faster, safer and more accurate
- clearly identify and flag fraudulent transactions or potential risks that could pose a threat of loss to the bank, in turn supporting bank credibility and growth
- review and enhance existing processes to achieve operational excellence, demonstrating one's skill and potential in return
- maintain good customer relations and develop long-standing associations with customers for better investments for one's organisation
- follow all required laws and regulations in all aspects of cash handling and management, ensuring that one's organisation adheres to universal benchmarks
- perform at par with other certified professionals from the banking sector, even at the global level, thereby increasing avenues for faster career growth

TRAINING METHODOLOGY

Is known to be the best for its training approach. It follows a mixed format of training, with delivery between theoretical lectures and practical assignments. Highly experienced professionals are recruited as trainers, who use detailed audio-visual presentations to train effectively.

The trainers also encourage trainee participation through group projects and activities, including role-plays, debates, etc. Experiential learning also forms a major part of the training program.





Organisational Benefits

With professionals undertaking this Bank Teller Certification Program, organisations will benefit in ways mentioned below:

- Safe, efficient handling of cash and other transactions by experienced, trained professionals
- Regular training of other employees on functions handled by bank tellers, thereby preparing more resources for crunch situations
- Effective resource utilisation because of one skilled individual handling multiple responsibilities
- Protection against financial losses and other challenges by early detection of fraudulent transactions
- Increased organisational credibility because of skilled professionals handling all major functions, including risk identification and management
- Application of advanced technology to make operations faster, safer and smarter
- Organisational development because of efficient operations, effective risk management and increased credibility
- Frequent audit and enhancement of existing systems to check for adherence to universal standards
- Long-standing customer relationship management resulting in organisational growth

PERSONAL BENEFITS

Professionals opting for this Bank Teller Certification training course will benefit in the ways mentioned below:

- Detailed understanding and knowledge of all functions handled by bank tellers
- Increased confidence and knowledge to work with advanced technology to enhance operational efficiency and quality
- Greater information and skill to train other professionals on all functions handled by bank tellers
- Enhanced multitasking skills to undertake and successfully fulfil several responsibilities at one time, in turn demonstrating one's potential to assume higher responsibilities fostering career progression
- Improved foresight and attention to detail to identify fraudulent transactions and other risks to one's organisation, thereby preventing financial loss
- Greater knowledge and confidence to review existing processes and systems and check for scope for enhancement to adhere to universal benchmarks
- Enhanced skill set and confidence to compete with other professionals, even at a global level, inviting greater opportunities for career progression
- Greater skill and understanding to maintain good customer relationships for long-term benefits

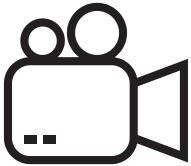




WHO IS THIS PROGRAMME FOR?

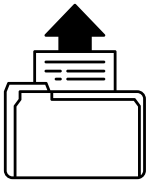
- Bankers working in other functions, with an interest in pursuing a career as a bank teller
- Banking Operations managers overseeing end-to-end operations
- Senior leaders involved in strategic planning and decision making for the organisation
- Quality managers as well as internal and external auditors responsible for ensuring adherence to all standards
- Legal advisors involved in legal issues of the organisation
- Any other professional interested in knowing all about the functions handled by bank tellers

PROGRAMME HIGHLIGHTS



+60

**2+ Role Plays 5+ Real-World Case Studies 10+ Assignments/
Applications Pre-Recorded Video from JICSI with for self-
paced learning.**



**10+
Assignments/
Applications**



**5+
Real-World
Case Studies**



**2+
Role Plays**



LEARNING JOURNEY



MODULES

Module 1 : Transactions Handled by Bank Tellers

Module 2 : Types of Deposit Accounts

Module 3 : Types of Banking Payments

Module 4 : Steps to Sorting Cash Successfully

Module 5 : Methods for Counterfeit Detection

Module 6 : Components of Automated Cash Handling Hardware

Module 7 : Functions Performed by Currency Recyclers

Module 8: Benefits of Currency Recyclers

Module 9 : Security Measures in Automated Teller Machines

Module 10: Wealth Management

Module 11: Fraud Management

Module 12: Customer Relationship Management

Module 13 : Other Banking Functions, Features and/or Instruments

Module 14: Essentials of Workplace Conduct

Module 15: Ethical Issues of Banking



CERTIFICATE

Upon successful completion of the programme, participants will be awarded a digital Certificate of Completion by Jakarta International Customer Service Institute (JICSI) and Customer Service Experience Association Indonesia (CSEAI)



ABOUT JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

Jakarta International Contact Center Institute adalah suatu lembaga pelatihan dan pengadaan sumber daya manusia yang berfokus pada customer service professional dan lembaga survey kepuasan pelanggan.

Kami berorientasi pada pelanggan dimana kepuasan pelanggan adalah tujuan keberadaan kami. Kami hadir untuk pelanggan. Adapaun JICSI berdiri secara legal pada Januari tahun 2021.

Professional Training

JICSI telah melatih lebih dari 2300 peserta dan telah bekerja di berbagai perusahaan dengan keahlian mereka yang sesuai dengan kebutuhan perusahaan

Recruitment Agency

Sebelum JICSI mengirimkan tenaga yang terampil sesuai dengan yang dibutuhkan oleh perusahaan, JICSI benar- benar telah melakukan pelatihan, pembinaan dan telah lolos seleksi test yang dilakukan oleh Rumah Karir JICSI

Survey Customer Satisfaction

JICSI memiliki Survei kepuasan pelanggan sebagai alat berharga yang dapat membantu bisnis untuk menemukan tingkat kepuasan pelanggan dan menciptakan loyalitas pelanggan.

Core Value



Respect.

Kami selalu menghargai perbedaan setiap orang dan mengajak pelanggan kami untuk selalu berpartisipasi untuk memberikan masukan demi meningkatnya kualitas layanan yang akan kami berikan kepada pelanggan kami.



Honesty.

Kami selalu menjunjung akan kebenaran dalam semua situasi dan selalu mengedepankan profesionalisme yang kami miliki.



Trust.

Kami percaya kepada orang lain dan menjaga kepercayaan yang diberikan kepada kami.



Integrity.

Kami melakukan apa yang kami katakan.



Our Service.

Customer Service Training
Manpower & Recruitment Customer Service Agency
Customer Satisfaction Survey

TESTIMONI



PT Indosat Ooredoo

Training Data Visualization

[Lihat Video >>](#)



PT Indosat Ooredoo

Training Certified Contact Center Manager (CCCM)

[Lihat Video >>](#)



PT Freeport Indonesia

Training Customer Service Professional HR Call Center

[Lihat Video >>](#)



OY! Indonesia

Training Contact Center Agent Professional

[Lihat Video >>](#)

MESSAGE FROM FOUNDER

Rudy HP Manullang ,Ph.D
Founder JICSI



Menjaga hubungan yang baik dengan pelanggan adalah bagian penting untuk sukses dalam dunia bisnis. Ikatan pelanggan yang kuat dibangun dan dipelihara melalui komunikasi yang baik. Ini karena membantu pelanggan dan perusahaan membangun kepercayaan satu sama lain.

Ketika seorang customer service berbicara dengan pelanggan secara langsung, jujur, dan terbuka, customer service tersebut telah menunjukkan bahwa Anda menghargai waktu pelanggan dan mengetahui apa yang dibutuhkan oleh pelanggan. Hal ini dapat membantu membangun hubungan yang baik, yang dapat menghasilkan lebih banyak pelanggan setia dan lebih banyak bisnis yang berulang.

Dengan aktive listening dapat menjaga hubungan baik dengan pelanggan dan membantu bisnis Anda mempertahankan pelanggan setia, menghasilkan lebih banyak uang, dan mendapatkan nama baik di pasar. Mendengarkan secara aktif adalah bagian penting dalam membangun hubungan baik dengan pelanggan.

Menurut Center for Creative Leadership, pemimpin yang andal dalam skill active listening cenderung mudah mendapat kepercayaan dan hormat dari bawahannya. Oleh sebab itu, keterampilan mendengar aktif patut Anda kembangkan demi menunjang rutinitas di lingkungan kerja dalam memberikan layanan yang baik kepada pelanggan

Pelanggan cenderung nyaman berbicara dengan orang yang memang mendengarkan cerita mereka, ini termasuk kebutuhan dan masalah yang tengah dialami. Pendengar yang aktif terbiasa mendengarkan hingga tuntas dan memahami konteks pembicaraan. Barulah mengambil kesimpulan berdasarkan apa yang telah dipahami. Melalui kebiasaan ini, pelanggan jadi betah dan nyaman berbicara mengenai keluhan kesah.

OUR CLIENT





**Jakarta International
Customer Service Institute**

Persyaratan

- Semua tingkat akademik diperbolehkan
- Pengalaman kerja
- Koneksi internet yang stabil (untuk peserta online)

Silahkan kirim berkas dokumen ke
email: **marketing@jicsi.co.id**

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