



That Extra Little Something

Why do you always go to a certain favorite restaurant time and again? Is it the food, price, service or menu selection? Since deregulation in the late 1980's, many financial institutions are now able to offer virtually the same products and services.

Many people never really think of their local financial institution unless they are making a loan payment, deposit, or cashing a check. But did you ever go to a financial institution that made you feel good?

Here are some Teller Tips from an old veteran:

- When asking for identification always say "please" and repeat the customer's name when you identify him or her. Try to remember the name and face as you look at the identification.
- Always be respectful of the customer. Remember it is their money in the bank that pays your paycheck.
- If you are unable to help the customer, excuse yourself to the next customer and walk with your current customer to the appropriate area (branch manager, customer service, loans, investments, etc.).
- Take each customer one at a time, big, medium, or small. Remember some great fortunes started with dime passbooks.
- Remember to make friends with your co-workers. They can really help out if they see you getting "bogged down" with a customer.
- Remember to enjoy what you do. Nobody likes to go to a bank where smiles don't exist and everyone is unhappy.
- Be optimistic. Every day is a new day. Your customers can teach you some wonderful things if you are receptive.
- Always keep learning. Your computer system will change, so will your procedures on things. It's all a part of life and growth.
- Try to become an "expert" by learning all that you can about your job, company, and industry. A one-dimensional Teller is usually only suited for the drive-through.
- Enjoy the community you work in. Patronize your customers.

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