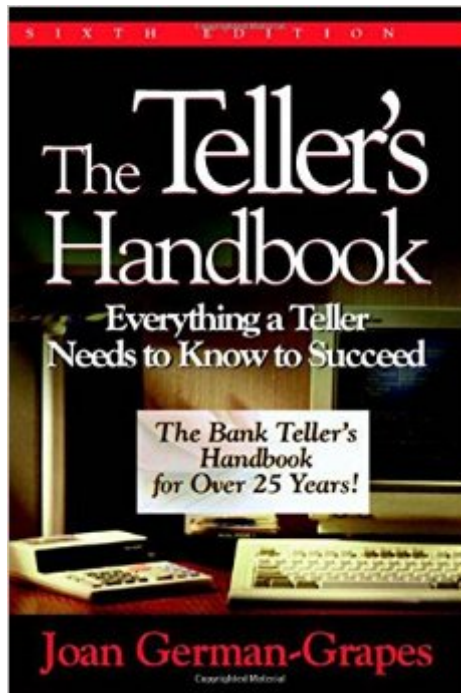


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# The Teller's Handbook: Everything A Teller Needs To Know To Succeed



## Synopsis

The Teller's Handbook shows all front-line banking personnel how to handle customer questions, process every type of request, effectively cross-sell today's financial products, and more! A nationwide bestseller for nearly 30 years, and now completely revised, updated and expanded to encompass all financial institutions including commercial banks, savings institutions and credit unions, this essential guidebook is packed with crystal-clear charts, graphs. . .even cartoons! But don't let influential author Joan German-Grapes' friendly, interesting, and humorous style fool you. The Teller's Handbook delivers solid, no-nonsense answers to every important operational question. On top of the comprehensive, insightful information and "Bankability Basics" for which this book is famous, German-Grapes has added new sections on tips and strategies for doing your job well, making sure your best work is noticed, and landing that important first promotion; practical and profitable advice on successfully selling today's complex financial services and products to every customer as well as how to deal with the competition; cross-selling, and ways to identify which customers are sure to be the best candidates for each product; and becoming a trained salesperson who knows how to ask for the business and use the best "closes" for different situations; and ways effective teamwork can help. Don't get left behind! With updated information about current regulations, rules on how to dress for success, and "red flags" for the newest fraud and theft tactics, The Teller's Handbook will show you how to carve out a promising career in today's high-pressure, but high-opportunity, world of retail financial services.

## Book Information

Paperback: 421 pages

Publisher: McGraw-Hill; 6 edition (July 1, 1997)

Language: English

ISBN-10: 0786312165

ISBN-13: 978-0786312160

Product Dimensions: 6 x 0.9 x 9 inches

Shipping Weight: 1.6 pounds (View shipping rates and policies)

Average Customer Review: 4.1 out of 5 starsÂ Â See all reviewsÂ (7 customer reviews)

Best Sellers Rank: #408,133 in Books (See Top 100 in Books) #451 inÂ Books > Business & Money > Economics > Banks & Banking #2393 inÂ Books > Business & Money > Finance

## Customer Reviews

Its topics are superb in enhancing tellers' banking knowledge, or bankability quality. Not only it can

be considered or drafted in part of the banking institutions' training manuals. It serves to boost your self-confidence in opting for this profession as your career prospect. You will definitely be enlightened as I had; that changed my mind to remain in this frontline business rather than to some administrative position. You would not regret reading it or even to the extent of buying it for your library collection as I did.

I was hoping for a resource that might be helpful for a little extra study for my new job as Teller. This book fell quite short of my expectations. The book costs \$24.95 so I didn't expect the moon, but it was a bit disappointing. Several chapters were dedicated to advising the reader on how to handle themselves on a job. All but the most common negotiable instruments were mentioned, on the other hand she offered a sound treatment on the most critical aspects of the job on a day to day basis, such as security, settling, and check cashing, still were it that simple! Having just completed teller training, I have to say that any financial institution would have given you these basics at least, the book is more of a Teller development guide, if you're hoping for some extra help with operations, it's not really here. The content might best be described as MENTORING in a book. For those working in very busy locations you may also wonder at the reality of the job of a Teller as she envisions it.

In the section on sexual harassment, the author writes "Dress and act your part. In other words, don't invite advances by deliberately wearing inappropriate clothing or by making suggestive remarks to male customers and co-workers." German-Grapes, Joan (1997-07-01). *The Teller's Handbook: Everything a Teller Needs to Know to Succeed* (Kindle Locations 1093-1094). McGraw-Hill Education. Kindle Edition. And, "If the man is strictly at fault and the problem is serious, take him aside and, in a friendly way, tell him to stop. It's tough to do this and stay on a pleasant basis, but you should try. For example, you might say, "Look, Bill (or Mr. \_\_\_\_\_, if he is a customer), if I did or said something that gave you the wrong idea, I'm sorry, but let's keep our relationship on a business basis." Be friendly and try to ease the situation by helping him to save face in suggesting that he may have had the wrong idea about you." German-Grapes, Joan (1997-07-01). *The Teller's Handbook: Everything a Teller Needs to Know to Succeed* (Kindle Locations 1097-1100). McGraw-Hill Education. Kindle Edition. So, number one, don't INVITE a man to sexually harass you and, number two, APOLOGIZE if he does. ARE YOU KIDDING ME????? Also I'm 3 chapters in and haven't learned anything on how to actually DO THE JOB

Thorough resource. Part 1 and portions of 4 offer good guidance for the workplace in general, not

only tellers.

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