



The Teller's Handbook: Everything a Teller Needs to Know to Succeed: Everything a Teller Needs to Know to Succeed

Joan German-Grapes

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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.

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