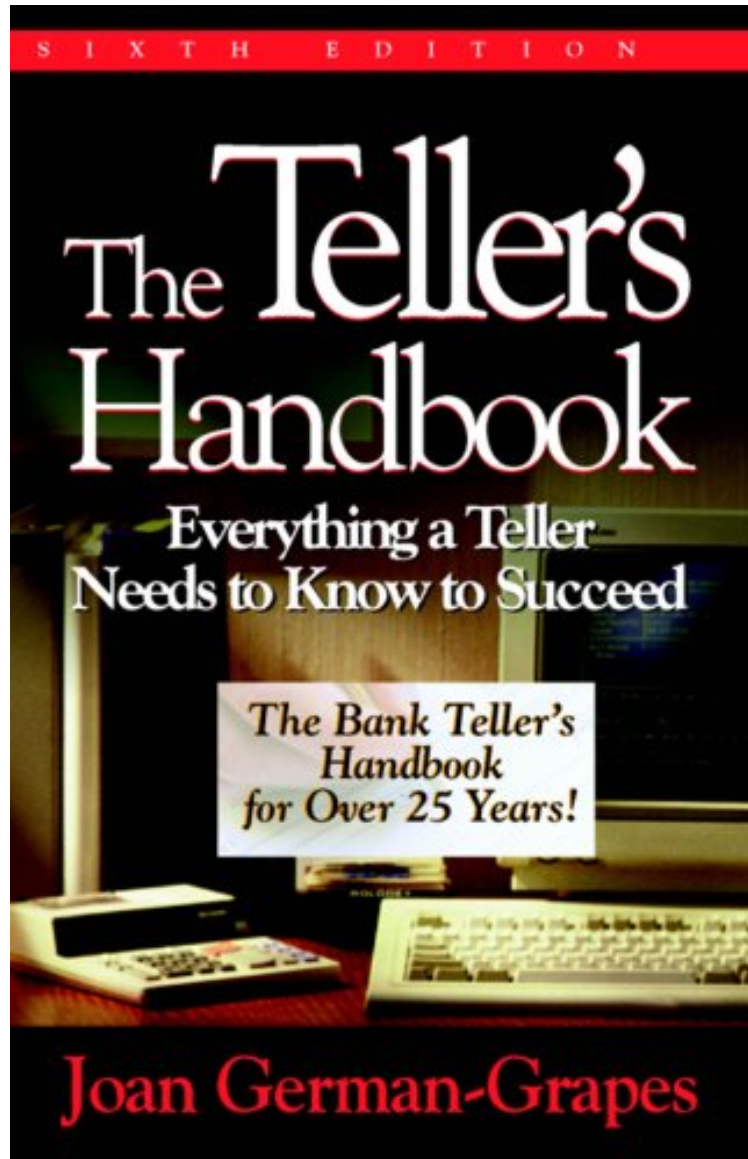


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The Teller's Handbook: Everything a Teller Needs to Know to Succeed

Joan German-Grapes

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Joan German-Grapes : The Teller's Handbook: Everything a Teller Needs to Know to Succeed before purchasing it in order to gauge whether or not it would be worth my time, and all praised The Teller's Handbook: Everything a Teller Needs to Know to Succeed:

0 of 0 people found the following review helpful. Very informative By T. K. Witherspoon Great book for the beginning teller. Offers great advice, scenarios, and situations. A must read if you thinking of becoming a teller or just started at

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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.

From the Back CoverStrategies to Take You From the Teller's Window to the Top! "I enjoyed The Teller's Handbook by Joan German-Grapes. The essentials tellers need to know are presented in a format tellers can relate to. My tellers particularly liked the history and the chapters on "Dealing with Customers Effectively" and "The Teller as a Seller." We are looking forward to using The Teller's Handbook as a training tool."--Mary I. Wilson, President/CEO, Pasadena Federal Credit Union. The Teller's Handbook, a nationwide bestseller for nearly 30 years, contains clear and easily understood strategies and tactics that show all front-line personnel how to handle customer questions, process every type of request, sell today's financial products, and more! Now completely revised, updated, and expanded to include 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 question. On top of the comprehensive, insightful information, and "Bankability Basics" for which this book is famous, German-Grapes has added new sections that include: How to Get Ahead: Tips and strategies for doing your job well. Making sure your best work is noticed, and landing that important first promotion. Selling is Part of Your Job: 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: Hot to intuitively spot sales opportunities, and identify which customers are sure to be the best candidates for each product. Your Sales Talk: To get ahead, you must be a trained salesperson! Learn how to ask for the business, how to sue the best "closes" for different situations, and ways in which 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, work of retail financial services.