



RURAL BANKERS RESEARCH AND DEVELOPMENT FOUNDATION, INC.

2/F RBAP Building, Andres Soriano Jr. Avenue corner
Arzobispo St., Intramuros, Manila
Telephone Nos.. 527-2972 • 527-2968 •
Telefax Nos.. 527-2980 • 527-2969
training@rbap.org - www.rbap.org

Basic Course on Teller

Date: January 29, 2015 (Thursday)

Venue: RBAP, Intramuros, Manila

Time: 8:30am to 5:30pm

Resource Person: Ms. Victoria Palanca

Branch Bank Head, Trainer & Consultant

Seminar Fee:

1. Early bird – P2,500 (on or before Jan 16, 2015)

2. Regular Rate – P2,800 (After Jan 15, 2015)

3. Non-Member/Delinquent – P3,360

Mode of Payment

- ✓ A Non-Refundable commitment fee of P1400.00 per participant.
- ✓ Bank account (**LBP – Intramuros Branch Savings Account Number 0012-1046-26**).
- ✓ Proof of payment fax to (02) 527-2980.
- ✓ **Check payments, should be payable to (RBRDFI).**

Training Policies:

1. Reserve first with RBAP-RBRDFI your training slot, and wait for RBAP-RBRDFI confirmation of your reservation. Thereafter, you may deposit the Registration Fees, book ticket (airline) and secure accommodations.

RBAP-RBRDFI will not be responsible for any damage caused by unconfirmed reservation (s).

Likewise, once training is FULL, RBAP-RBRDFI has the right to refuse participation or reimbursement on any

damage brought by unconfirmed reservations.

Deadline for submission of registration is not later than **Jan 27, 2015**.

2. Reservation via telephone conversation is accepted. However, Registration Form and fee must be settled 10 days prior the seminar date or **January 19, 2015**. Otherwise, reservation is considered cancelled.

3. Cancellation Policy: - This will apply to non-subsidized training fee.

a) 10 days prior the seminar date is entitled for a full refund. *Regular Rate only

b) 3 days prior to the seminar date is entitled for a half refund * Regular Rate only

c) Participants who have paid but failed to show up for the seminar will only be entitled to a rebate of 50% of the total registration fee. (Regular Rate only)

d) For special cases (health, accident etc.), kindly coordinate with RBRDFI staff for refund procedures and requirements.

Seminar Methodologies

Lecturettes, Workshops, Discussions / Best Practices

Expected Participants

Tellers, Account Specialists, Cashiers

Objectives

At the end of the one-day session, participants should be able to:

- I.** Classify his/her role and identify the main job of his/her position in conformity with bank rules and regulation.
- II.** Process transactions proficiently according to par policies and procedures.

- III.** Adhere to established internal control measures in accepting, sorting, and handling checks and cash

Course Outline

- I. The Teller
- II. General Operations of Telling
- III. Documents on new accounts

- IV. Tellers' receiving functions
- V. Negotiable Instruments Law
- VI. Tellers' paying functions
- VII. Customer satisfaction
- VIII. Curtailing frauds and mistakes



CONFIRMATION SHEET Basic Course on Telling

January 29, 2015 (Thursday)
Gov. Licaros Hall, 2F RBAP Bldg. A. Soriano cor Arsobispo St. Intramuros, Manila

*For your reservation, please coordinate to RBRDFI Training Officers Mr. Ace M. Calang /Ms. Grace Dimapilis / Ms. Jesica Cepeda Contact details: (02) 527-2969, 527-2980; 09178374604; 09178374603; 09178374599
Emails: training@rbap.org, gracedestira@gmail.com jescepeda.rbap@gmail.com*

Name	Designation	Nick-name	Degree and Year Graduated
1.			
2.			
3.			
4.			

Course Expectations

(Printed Name and Signature)

Date: _____

Designation: _____ Rural Bank : _____
Telephone: _____ Province : _____
Mobilephone: _____ Address : _____
Email address: _____