



## 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 •  
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[training@rbap.org](mailto:training@rbap.org) - [www.rbap.org](http://www.rbap.org)

### Basic Course on Telling

**Date:** October 28, 2015 (Wednesday)

**Venue:** RBAP, Intramuros, Manila

**Time:** 8:30am to 5:30pm

**Resource Person:**

**Ms. Victoria Palanca**

*Branch Bank Head, Trainer & Consultant*

**Seminar Fee:**

**MEMBER ONLY**

1. **Early bird** – P2,500 (on or before Oct. 02, 2015)

2. **Regular Rate** – P2,800 (After Oct. 02, 2015)

**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 **October 23, 2015**.

2. Reservation via telephone conversation is accepted. However, Registration Form and fee must be settled 10 days prior the seminar date or **October 16, 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
- IV. **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 TELLERING**

October 28, 2015 (Wednesday), Gov. Licaros Hall, RBAP Bldg.,  
A. Soriano Ave. cor. Arzobispo St., Intramuros, Manila



Contact RBRDFI Training Officers  
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Name	Designation	Nick-name	Degree and Year Graduated
1.			
2.			
3.			

\_\_\_\_\_ Date: \_\_\_\_\_  
(Printed Name and Signature)

Designation: \_\_\_\_\_ Rural Bank : \_\_\_\_\_  
Telephone: \_\_\_\_\_ Province : \_\_\_\_\_  
Mobilephone: \_\_\_\_\_ Email : \_\_\_\_\_  
Address: \_\_\_\_\_