

## HANDOUT 2

# Training Manual

### **BANK POLICIES**

The bank will be open every Friday morning from 8 to 8:30 a.m. for all banking transactions. It will also be open on Wednesday mornings from 8 to 8:30 a.m. for withdrawal requests only. The bank will not be open for any other banking transactions at that time.

1. The initial deposit to a savings account must be a minimum of \$5. All deposits must be made in cash only, no checks.
2. Deposits following the initial deposit must be \$1 or more, up to \$20.
3. Withdrawals must be a minimum of \$1.
4. A note from a parent or guardian must accompany all withdrawal requests.
5. A minimum balance of \$5 is required.
6. Accounts are allowed three withdrawals per quarter (every three months). An account will be charged 50 cents per withdrawal for each withdrawal in excess of three.
7. Once an account is closed, it cannot be reopened in the same school year.
8. The interest (set in agreement with the commercial bank that holds the master savings account) is to be paid quarterly on the average daily balance.
9. At the close of the school year, savings may be withdrawn or allowed to remain in the savings account over the summer.



HANDOUT 2 (continued)

**BANK JOB DESCRIPTIONS AND PROCEDURES**

**Host/Hostess**

1. Greet customers with a smile as they enter the bank.
2. Direct customers to the next available customer service representative or teller, depending on the customer's need.
3. Alert security if a customer needs to be walked back to class.
4. Assist any bank employees as needed.

**Security**

1. Wear a badge to designate you as a security guard.
2. Check in with head of security or the teacher to get assigned to an area.
3. Secure and set up video equipment to tape the day's business activity.
4. Record video of daily transactions.
5. Walk customers (especially K-1) to and from classroom as needed.
6. Be available for any need that may arise.
7. Take down and return video equipment.

**Customer Service Representative**

1. Greet customers and answer any questions.
2. Meet new customers on their first visit to the bank and explain the bank's rules.
3. Assign an account number to new customers.
4. Fill out new account information — the customer's name, account number, and initial deposit — on a ledger card.
5. Fill out the new customer's signature card and witness his/her signature.
6. Fill out a deposit slip for the initial deposit and verify the money for deposit.
7. Escort the customer and the deposit money to the teller for processing.
8. Deliver the new ledger card to the bookkeeper.
9. Now you are ready for your next customer.



## HANDOUT 2 (continued)

### **Teller**

1. Go to your assigned teller station for the day.
2. Verify the money in your teller box; do not let anyone else handle or disturb your teller box.
3. Never leave your station. Make certain you have all the supplies you need to perform teller duties for the day.
4. Write the opening balance on your teller sheet; then stamp your station number on the sheet with the teller stamp.
5. Greet customers with a smile and say, "Good morning. Welcome to the bank. May I help you?"
6. Be prepared to help your customers in every way.
7. Process all deposits and withdrawals (see Bank Policies). Stamp both deposit and withdrawal slips with your teller stamp. Verify signatures on withdrawals. Withdrawal requests must be accompanied by a note from the student's parent or guardian. Make certain all forms are filled out correctly.
8. At the close of business, balance your teller sheet against the money in your teller box.

### **Bookkeeper**

1. File ledger cards for new accounts. File by grade, teacher, or customer name; determine method before establishing files.
2. Receive transaction slips for the day.
3. Pull ledger cards — match the name and account number on the transaction form to the corresponding ledger card.
4. Post deposits and withdrawals in the correct columns on the ledger card. Add the amount of the deposit or subtract the amount of the withdrawal to the balance of the account; then place your initials in the stated column. *(In most banks today, computers automatically record the identity of bank personnel, so employees no longer need to manually write their initials when recording information.)*
5. File ledger cards back in order once they've been posted.
6. Once an account closes, file the ledger card for record-keeping purposes, separate from active accounts.
7. File original deposit and withdrawal slips on all accounts.
8. Figure and post interest every quarter on average daily balance of accounts.
9. Send out statements on accounts quarterly.