



THE UNITED REPUBLIC OF TANZANIA



**INSTITUTE OF ACCOUNTANCY
ARUSHA**

**SHORT COURSE ANNOUNCEMENT ON
EFFECTIVE FOCAL POINT PRESENTATION OF THE BANK**

(17th – 22nd June, 2019, 15th – 20th July, 2019 and 19th – 24th August, 2019)

IAA ARUSHA CAMPUS, ARUSHA

1.0 INTRODUCTION

Since Tellers window is the focal point at any Bank and are the frontline person who interact with Customers, the Institute of Accountancy Arusha (IAA) has seen the importance of reminding them in some of the issues which are more important to their professional. Good handling of customer must meet their needs e.g. Withdrawal and Cash deposit without any delay. Queuing must be observed by the Bank Supervisor/Teller to make the customer saved on time and to have a conducive environment when waiting for service. Risk and future for tellers must also be observed to motivate and encourage them for the better performance at the Bank Industry.

2.0 COURSE CONTENTS

The course will cover the following:

- (i) Who is teller in International perspectives
- (ii) Teller appearance (timely, dressing and communication)
- (iii) Tellers cross selling Techniques
- (iv) Customer Relationship Management
- (v) Cash Management
- (vi) Tellers Security
- (vii) Policies and Procedure
- (viii) Risk Mitigation
- (ix) Future of Teller
- (x) Ethics and Professionalism

3.0 TARGET GROUP

This short course is designed to enhance the skills of the following groups of people; Customer Service Officers, Band Tellers, Cash point and other professionals with similar functions.

4.0 TEACHING METHODOLOGY

Teaching methodology will include: lectures, case studies, group discussions and presentations.

5.0 VENUE

The course will be conducted at Institute of Accountancy Arusha main campus Njiro Hill Arusha for Six (6) working days from 17th – 21st June, 2019, 15th – 20th July, 2019 and 19th – 24th August, 2019.

6.0 COURSE FEES & MODE OF PAYMENT:

The fee for this course is **TZS. 1,300,000/= (Say One Million Three Hundred Thousand only)** per participant to cover for tuition, training materials, tea/coffee and lunch. Participants will have to arrange for their own travel, accommodation and upkeep while attending courses in Arusha. Payment for the above course may be in cheques or bankers draft addressed to: The Rector, **Institute of Accountancy Arusha** through the bank account **No. 014103007130 NBC, Arusha Branch**

7.0 CONTACT PERSONS

For more details you may contact the following:

Course Director

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